

Annual Report 2013-14



सत्यमेव जयते

Government of India
Ministry of Consumer Affairs, Food & Public Distribution
Department of Consumer Affairs,
Krishi Bhawan, New Delhi-110114
Website: <http://fcamin.nic.in>, www.consumeraffairs.nic.in
National Consumer Helpline Number: 1800-11-4000 (Toll Free)

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CHAPTER – I

FUNCTIONAL AND ORGANISATIONAL SET UP

- 1.1 Prof. K.V. Thomas took charge as Minister of State in the Ministry of Consumer Affairs, Food & Public Distribution with effect from 1st June, 2009 and was elevated as Minister of State having independent charge of the Department with effect from 19th January 2011.
- 1.2 Shri Keshav Desiraju has taken over charge of Secretary, Consumer Affairs with effect from 12th February, 2014. Secretary (CA) is assisted by an Additional Secretary, a Senior Economic Adviser and a Joint Secretary.
- 1.3 The Department has been entrusted with the following work:
- i) Internal Trade
 - ii) The Essential Commodities Act, 1955 (10 of 1955) (Supply, Prices and Distribution of Essential Commodities not dealt with specifically by any other Department).
 - iii) Prevention of Black Marketing and Maintenance of Supply of Essential Commodities Act, 1980 (7 of 1980).
 - iv) Regulation of Packaged Commodities.
 - v) Training in Legal Metrology.
 - vi) The Emblems and Names (Prevention of Improper Use) Act, 1952.
 - vii) Standards of Weights and Measures- The Legal Metrology Act, 2009.
 - viii) Bureau of Indian Standards Act, 1986.
 - ix) Laying down specifications, standards and codes and ensuring quality control of bio-fuels for end uses.
 - x) Consumer Cooperatives
 - xi) Consumer Protection Act, 1986.
 - xii) Monitoring of prices and availability of essential commodities.
 - xiii) National Test House.



1.4 The work relating to the following items have been transferred to the Department of Economic Affairs, Ministry of Finance; vide Cabinet Secretariat's Notification dated 6th September, 2013.

- (i) Control of Future Trading: The Forward Contracts (Regulation) Act, 1952 (74 of 1952).
- (ii) Forward Markets Commission

Citizens' Charter

1.5 Citizens' Charter of the Department of Consumer Affairs, which is a declaration of commitment of the Department to achieve excellence in the formulation and implementation of policies and procedures of the Department of Consumer Affairs for the benefit of consumers and the public at large, is available at www.fcamin.nic.in and the re-designed website at www.consumeraffairs.nic.in.

As per the recommendation of the Administrative Reforms Commission (ARC) for making the Sevottam framework mandatory for all organizations having public interface which has been accepted, this department has modified the Citizen's Charter as 'Sevottam' compliant. The third party evaluation of the website is separately done by the appropriate agencies under the Cabinet Secretariat. The independent

evaluation of the department's Citizen's Charter for the year 2011-12 has been done by auditors designated by the Cabinet Secretariat.

Right to Information Act 2005

1.6 The information required to be made available to the citizens under Section 4 of the Right to Information Act 2005 has been posted on the Departmental website www.fcamin.nic.in and www.consumeraffairs.nic.in. The list of Central Public Information Officers for various Divisions for providing information to the public under the Act is also available on the Departmental website alongwith details of Appellate Authorities concerned. The status of implementation of RTI Act in the department is also displayed in the website under RTI section. Online RTI applications and First Appeals were disposed of after the launch of RTI web portal with effect from 22nd May 2013.

All tender notices and other decisions of public importance are being posted on this website regularly. As regards e-procurement and e-processing of tenders in the CPP Portal (eprocure.gov.in) in case of procurements costing more than the prescribed limit as stipulated by the Ministry of Finance, Department of Expenditure instructions for all Ministries/



Departments are being followed, starting from 1st January, 2012.

Vigilance

1.7 In the Department of Consumer Affairs Additional Secretary has been designated as Chief Vigilance Officer in addition to his other responsibilities.

This Department also monitors the vigilance work of the Bureau of Indian Standards, National Consumer Cooperative Federation of India Ltd., Indian Institute of Legal Metrology, National Consumer Disputes Redressal Commission and National Test House and its Regional Laboratories at Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati. CVOs in BIS & NCCF are appointed by the Department through DOP&T.

1.8 With a view to preventing corruption and ensuring transparency and accountability, emphasis is placed on the following aspects:-

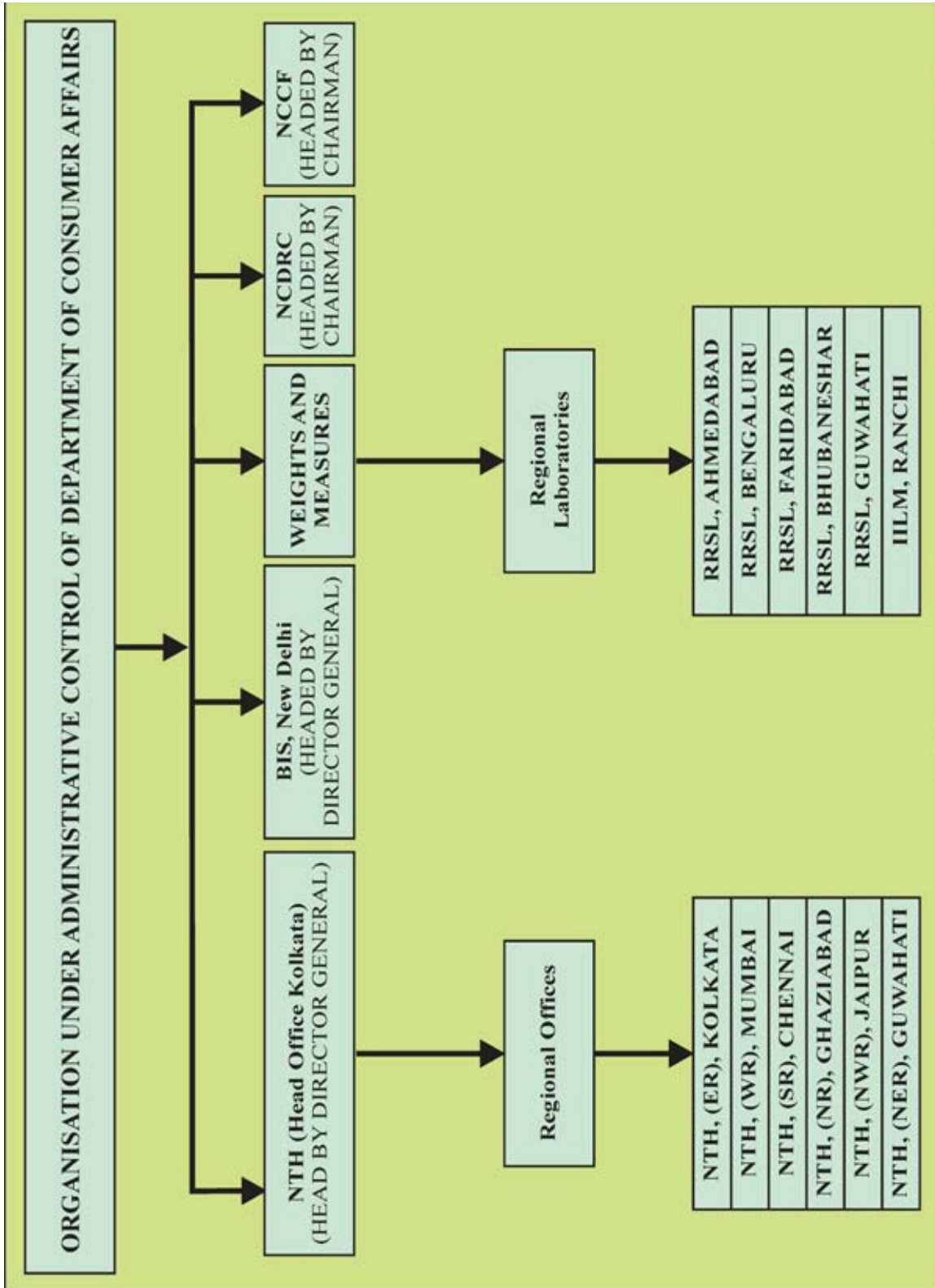
- (a) close monitoring of disposal of vigilance cases in the Department and all the organizations under this Department; and
- (b) rotation of staff in sensitive areas.

- (c) conducting surprise vigilance inspections, especially in sensitive areas;

1.9 Periodic returns pertaining to Vigilance and Anti-Corruption Measures are sent regularly to Central Vigilance Commission, Prime Minister's Office, Department of Personnel & Training etc. The vigilance/disciplinary cases pertaining to the Department and also various organizations under the Department are also being received by the CVO of this Department.

1.10 Periodic meetings are held to review the pending disciplinary/vigilance cases which have been brought down considerably.

1.11 The Department observed Vigilance Awareness Week between 28th October to 2nd November, 2013 as per the directions of the Central Vigilance Commission. A seminar was held on 28th October, 2013 with active participation from officers of the Department on the theme "Promoting Good Governance-Positive Contribution of Vigilance". An essay competition was also organized by this Department & prizes distributed.





CONSUMER PROTECTION ACT.

You can Implement Your Rights Today, Tomorrow And Everyday!



BE INFORMED - BE SAFE

HOW TO FILE A COMPLAINT

- A Complaint can be filed on a plain paper. It should contain the details of the complaint and the opposite party
- The facts relating to complaint and when and where it arose
- Documents in support of allegations in the complaint
- The relief which the complainant is seeking
- The complaint should be signed by the complainant or his authorised agent
- It is not compulsory to engage a lawyer
- Nominal fee to be paid

WHAT CONSTITUTES A COMPLAINT?

- If the good purchased suffers from any or more defects.
- If the service hired/availed of suffers from deficiency in any respect.
- If the goods purchased or services availed are hazardous to life and safety.

RELIEF AVAILABLE TO CONSUMERS!

- Removal of defects from the goods
- Replacement of the goods
- Refund of price paid
- Award of compensation for loss or injury suffered
- Removal of defects of deficiencies in the services

For filing of complaints, consumers can call:

National Consumer Helpline No. 1800-11-4000 (Toll Free from BSNL/MTNL)
011-27006500 (12 Lines) (Normal call charges apply) or by sending an SMS to 8800939717 from your mobile.
To file online complaint, log on to: www.core.nic.in or call toll - free No. 18001804566

Issued in Public Interest by



Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India
Krishi Bhawan, New Delhi- 110 001 Website : www.fcamin.nic.in



CHAPTER – II

EXECUTIVE SUMMARY

2.1. PRICE TREND AND AVAILABILITY OF ESSENTIAL COMMODITIES

2.1.1 Prices of select essential commodities were closely monitored and various measures were taken to bring in price stability of these essential commodities during the year 2013-14 (April – March 2014). The Price Monitoring Cell (PMC) besides monitoring the prices of essential commodities is also concerned with the policy relating to ensuring availability of pulses in the economy.

2.1.2 The PMC monitors the prices of 22 essential commodities, viz., rice, wheat, atta, gram dal, arhar dal, moong dal, urad dal, masoor dal, tea, sugar, salt, vanaspati, groundnut oil, mustard oil, milk, soya oil, palmoil, sunflower oil, gur, potato, onion and tomato. Retail and wholesale prices are collected daily from 57 centres based on the information furnished by the State Food and Civil Supplies Departments. These daily commodity prices are available

on the website of the Department (<http://fcamin.nic.in>) which is updated regularly.

2.1.3 A new 12th Plan Scheme of Strengthening of Price Monitoring Cell to strengthen the price monitoring mechanism has been approved as an additional component of the existing Plan Scheme of Consumer Protection Unit (CPU) with an outlay of Rs.10.81 crore. The scheme is to be implemented through (a) Strengthening Price Monitoring Cell at centre, (b) Strengthening Price Monitoring Cells at the States, and (c) Strengthening services of National Informatics Centre at the Centre, specific to PMC. Under this scheme it is proposed to strengthen infrastructural support, organizing training programmes, hiring professionals and conducting commodity specific studies. The scheme is expected to help in streamlining the process of price data reporting, monitoring and analysis especially of essential commodities.

2.1.4 The annual rate of inflation, based



on monthly WPI, stood at 4.68 percent (Provisional) for the month of February 2014 as compared to 5.05 percent (Provisional) for the previous month (January 2014) and 7.28 percent during the corresponding month of the previous year. Build up inflation rate in the financial year so far (April-February 2014) was 5.17 percent as compared to 6.15 percent in the corresponding period of the previous year. The inflation for Food Articles stood at 8.12 percent in February 2014 which was 11.95 percent in the corresponding month of last year. The decline is mainly due to the fall in the price of pulses and edible oils as a group, sugar and vegetables.

2.1.5 The rise in the prices of vegetables was mainly due to more than 100 percent rise in prices of onion from June to November 2013 and tomato from October to December 2013. However the prices of onion started coming down from second week of November 2013 onward and declined steeply from 201.15 percent in November 2013 to (-) 20 percent in February 2014. WPI rate of inflation for Tomato also came down from 177.56 percent in November 2013 to 11.64 percent for the month of February 2014. The rate of change in prices of sugar (from

August 2013) and edible oils (from July 2013) continues to be in negative zone.

2.1.6 Rise in the prices of essential food products are due to several factors such as shortfall in domestic supply relative to demand, hardening of international prices, adverse weather conditions, improvement in income and living standards and resultant changes in dietary habits as well as insufficient logistics and storage facilities.

2.1.7 The prevailing price situation as well as other factors which have an impact on prices are analyzed, and based on these, measures are taken to contain price rise and improve the availability of essential commodities.

2.1.8 Food grains: To ensure better returns to the farmers and augment the availability of foodgrains in the Public Distribution System (PDS), Government approved a MSP of Rs. 1310 per quintal for paddy (common variety) and wheat at Rs.1400 per quintal during the Marketing Season 2013-14. The Central pool stock of wheat as on 1.3.2014 was 208.39 lakh tonnes and that of rice was 188.83 lakh tonnes. The stock of unmilled paddy was 190.43 lakh tonnes.



2.1.9 The various measures taken by Government to augment availability and contain price rise of essential commodities are briefly enumerated below:-

- Reduced import duties to zero – for wheat, onion and pulses, and kept the import duty at 10% for refined edible oils.
- Banned export of edible oils (except coconut oil, forest based oil and edible oils in blended consumer packs up to 5 kg with a Minimum Export Price of USD 1100 per MT) and pulses (except Kabuli chana and organic pulses and lentils up to a maximum of 10000 tonnes per annum).
- Imposed stock limits from time to time in the case of select essential commodities such as pulses, edible oil, and edible oilseeds for a period up to 30.9.2014 and in respect of paddy and rice up to 30.11.2014.
- Maintained the Central Issue Price (CIP) for rice (at Rs 5.65 per kg for BPL and Rs 3 per kg for Antyodaya Anna Yojana (AAY) and wheat (at Rs 4.15 per kg for BPL and Rs 2 per kg for AAY since 2002.

- Suspended Futures trading in rice, Urad and Tur.
- The export of onion is regulated through the mechanism of Minimum Export Price (MEP). Import of onion was contracted to meet the deficit. States/UTs were addressed at intervals to ensure steady supply of onion into the market and to take other measures to control price rise.
- Government allocated rice and wheat under Open Market Sales Scheme (OMSS).
- The State Governments/UT Administrations have been repeatedly requested to strictly enforce both the Essential Commodities Act and the Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 and also monitor enforcement of these Acts.

2.2 ESSENTIAL COMMODITIES REGULATIONS AND ENFORCEMENT

2.2.1 This Department, inter alia, is administering the following Acts:

- (a) Essential Commodities Act, 1955 (EC Act, 1955)



- (b) Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act, 1980)

The objective of the Constitution of India includes securing to all its citizens economic justice. To achieve this, the relevant provisions made include the following:-

As per Article 38, “The State (Government) shall strive to promote the welfare of the people by securing and protecting as effectively as it may a social order in which justice, social, economic and political, shall inform all the institutions of the national life. The State shall, in particular, strive to minimise the inequalities in income, and endeavour to eliminate inequalities in status, facilities and opportunities, not only amongst individuals but also amongst groups of people residing in different areas or engaged in different vocations”.

As per Article 39, “The State shall, in particular, direct its policy towards securing that the citizens, men and women equally, have the right to an adequate means of livelihood; that the operation

of the economic system does not result in the concentration of wealth and means of production to the common detriment”.

As per Article 46, “The State shall promote with special care the educational and economic interests of the weaker sections of the people, and, in particular, of the Scheduled Castes and the Scheduled Tribes, and shall protect them from social injustice and all forms of exploitation”.

2.2.2 It is the responsibility of the Central & State Government to achieve the above constitutional goals by ensuring availability of certain commodities, namely Essential Commodities, to the economically weaker people of the country at a fair price. To achieve this national goal, control of production, supply and distribution of, and trade and commerce, in commodities essential to the general public as human beings is to be ensured statutorily. To serve this purpose, under Article 246 and on pursuance of entry no. 33 of the concurrent list of seventh schedule, the Parliament passed the Essential Commodities Act, 1955, assented to by the President of India on 1st April 1955.

2.2.3 The Essential Commodities



Act, 1955 provides for the control of production, supply, distribution etc. of essential commodities for maintaining or increasing supplies and for securing their equitable distribution and availability at fair prices. Most of the powers under the Act have been delegated by the Central Government to the State Governments. At present, only following seven commodities are considered essential to protect the interest of the farmers and the large section of the people “below the poverty line” have been retained under the Essential Commodities Act, 1955:

- (1) Drugs;
- (2) Fertilizer, whether inorganic, organic or mixed;
- (3) Foodstuffs, including edible oilseeds and oils;
- (4) Hank yarn made wholly from cotton;
- (5) Petroleum and petroleum products;
- (6) Raw jute and jute textile;
- (7) (i) seeds of food-crops and seeds of fruits and vegetables;
(ii) seeds of cattle fodder; and

(iii) jute seeds;

* (iv) cotton seed

* Included vide Notification dated 29.12.2009.

To implement the provisions of the Act Union Government/States/UTs frame requisite their respective policies and take action against the violators. An action taken report is sent by them to the Department of Consumer Affairs regularly. As per the reports received from the State Governments/UT Administrations, 158105 raids were conducted, 5913 persons arrested, 2923 persons prosecuted and 1001 persons convicted during the year 2013 (updated as on 31.12.2013).

2.2.4 In the context of unprecedented rise in prices of some essential commodities, there had been widespread concern from various corners for taking immediate steps to mitigate the rising trend of prices of essential commodities. The situation was reviewed by the Govt. and it was decided with the approval of the Cabinet to keep in abeyance some provisions in the central order dated 15.02.2002 to enable the State Governments/UT Administrations to take effective action for undertaking de-



hoarding operations under the Essential Commodities Act, 1955.

2.2.5 The Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 is being implemented by the State Governments/ UT Administrations for the prevention of unethical trade practices like hoarding and black-marketing etc. The Act empowers the Central and State Governments to detain persons whose activities are found to be prejudicial to the maintenance of supplies of commodities essential to the community.

2.2.6 Under both the Acts- The Essential Commodities Act, 1955 and Prevention of Black-marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act, 1980), the competent authorities to be approached are- (i) Secretary of the Department of Consumer Affairs, Government of India, Krishi Bhawan, New Delhi-11001, (ii) Secretary of the Department of Food and Civil Supplies/ Consumer Protection or dealing with the Acts, in the concerned State Government/ U.T, (iii) Police Commissioner/ I.G. of Police of the concerned area and (iv) District

Magistrate/ District Collector of the concerned district. The complaints may be made by the citizens/groups of citizens/ association etc. to any of the authorities in writing or e-mail, against the hoarders and black-marketers whose acts deprive the BPL families the benefits of the scheme of the Governments to provide essential commodities adequately and at fair price. The implementation of both these Acts depends on the awakening of the general public.

2.3 CONSUMER PROTECTION

2.3.1 Consumer movement is a socio-economic movement to protect the rights of consumers in relation to the goods purchased and services availed. The Department of Consumer Affairs is entrusted with administration of the Consumer Protection Act and implements measures to strengthen the Consumer Fora established to ensure speedy, affordable and simple dispensation of justice to consumers.

2.3.2 The Consumer Protection Act, 1986 (68 of 1986) was enacted to better protect the interests of consumers by establishing a three-tier quasi-judicial consumer dispute redressal machinery,



popularly called Consumer Fora at the National, State and District levels for settlement of consumer disputes. The State of Jammu & Kashmir has enacted its own legislation in this field. The Act also provides for a Central Consumer Protection Council, which is an advisory body making recommendations to the Department of Consumer Affairs on protection of Consumers' rights. The Act provides for Consumer Protection Council at State and District level as well.

2.3.3 The National Consumer Disputes Redressal Commission, at the head of the three tier redressal machinery, is headed by a President, who is a retired Judge of Supreme Court. There are 11 posts of Members at present in National Commission.

2.4 CONSUMER WELFARE FUND

The Central Excise and Salt Act, 1944 was amended in 1991 to enable the Central Government to create a Consumer Welfare Fund where the money which is not refundable to the manufacturers, etc. is being credited. Consumer Welfare Fund was created in 1992 with the objective of providing financial assistance to promote and protect the welfare of the

consumer, create consumer awareness and strengthen consumer movement in the country, particularly in rural areas. The Department of Consumer Affairs operates the fund, setup by the Department of Revenue under the Central Excise and Salt Act, 1944.

The Consumer Welfare Fund Rules were notified in the Gazette of India in 1992 and Guidelines were framed in 1993. Under the Consumer Welfare Fund Rules, any agency/organisation engaged in consumer welfare activities for a period of three years and registered under the Companies Act, 1956 or any other law for the time being in force, including Village/Mandal/Samiti-level cooperatives of consumers, industries State Government etc. are eligible for seeking financial assistance from the Fund.

The advent of globalization & market economy has expanded areas that need intervention on behalf of the Government to protect the interest of consumers. Consumer Welfare Fund Guidelines were accordingly revised in 2007 to suit to the present day requirements. A sum of Rs. 81.69 crore



was available in the fund. An amount of Rs. 45.39 crore (approx.) was spent from the fund in 2013-14.

2.5 BUREAU OF INDIAN STANDARDS

The Bureau of Indian Standards was set up as a statutory organization under the Bureau of Indian Standards Act, 1986 taking over the assets and liabilities of the Indian Standards Institution (ISI) that came into existence in 1947. The Bureau has its headquarters in New Delhi. It has a network of 05 regional offices, 32 branch offices and 08 laboratories which act as effective link between BIS, government, industry and consumers.

Bureau has made steady progress in various fields of its key activities namely Standards Formulation, Product Certification, Management System Certification and Hallmarking.

(A) MANDATE OF BIS AND ITS PERFORMANCE

The Bureau of Indian Standards (BIS), the national standards body of India, is a statutory organization under the Bureau of Indian Standards Act, 1986. Mandate of BIS is to satisfy the customers' needs for quality of goods and services.

Objectives of BIS :

- Harmonious development of standardization, marking and quality certification
- To provide new thrust to standardization and quality control
- To evolve a national strategy for according recognition to standards and integrating them with growth and development of production and exports

(B) STANDARD FORMULATION

BIS is formulating need-based Indian standards in line with national priorities in a time-bound manner. It also harmonizes national standards with international standards in order to facilitate adoption of international standards by all segments of industry and business. During the period April 2013 - March 2014, 547 new and revised standards were formulated and 165 Indian Standards were harmonized with International Standards. A total of 5259 Indian standards have so far been harmonized with International Standards, which is 88.5 % of International Standards where corresponding ISO/IEC Standards exist. Indian Standards



are reviewed at least, once in five years. During April 2013 - March 2014, 4436 Standards were reviewed.

(C) PRODUCT AND SYSTEM CERTIFICATION

(a) Certification of Domestic Products

BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 1986 and the Rules and Regulations framed there-under. Presence of Standard Mark (popularly known as ISI mark) on a product indicates its conformity to the relevant Indian Standard. Before granting license to any manufacturer, BIS ensures availability of the required infrastructure and capability of the manufacturer to produce and test the product conforming to the relevant Indian Standard on a continuous basis. Samples drawn from the production line as well as from market are tested in BIS laboratories/recognized independent laboratories to ensure conformance of the product to the relevant Indian Standard. The Certification Scheme is basically voluntary in nature except for 90 standards which have been made mandatory by the Government on consideration of health and safety of the consumer.

(b) Certification of Imported Products

BIS has been operating separate scheme from 1999 for certification of imported goods - for foreign manufacturers. Under this Scheme, foreign manufacturers can seek certification from BIS applying BIS Standard Mark on the product being imported into the country such as Cement, HDPE Pipes, Infant Formula, Plastic Feeding Bottles, Switchgear, Plug & Sockets, Miniature Circuit Breakers, Residual Current Circuit Breakers, etc. There are nearly 400 licences in operation held by foreign manufacturers against more than 60 Indian Standards. During the period April 2013 - March 2014, 147 licenses were issued under Foreign Manufacturers Certification Scheme, taking the total number of such licenses to 379.

(c) Registration Scheme for Self Declaration of conformity

BIS has recently introduced Registration Scheme for 15 Electronics and information Technology Goods (like LED/LCD TVs, Laptops, Printers, Set Top Box, Microwave Oven, Notebook/Tablets, Projectors, Servers, Storage, etc), notified by Department



of Electronics and Information Technology, Govt. of India, under Compulsory Registration Scheme for Self declaration of conformity. For Registration, an applicant has to get the sample of their product tested from any laboratory in India recognized by BIS or any laboratory abroad covered under a mutual recognition agreement with BIS. The applicant has to submit the test report(s) along with Application Forms to BIS for registration. Since its launch BIS has granted nearly 800 registrations to manufacturers located throughout the world for the above mentioned products.

(d) Hallmarking of Jewellery

Hallmarking of Gold Jewellery was started by BIS in April 2000 to provide third party assurance to consumers on the purity of gold jewellery or its fineness. The scheme for Hallmarking of Silver Jewellery / artefacts was launched in October 2005. Under the Scheme a jeweller has to obtain license from BIS to get his jewellery hallmarked. Assaying and Hallmarking (A&H) Centres where the purity of jewellery articles is assessed are recognized by BIS after ensuring that the Centres have required infrastructure

for assaying and hallmarking of gold and silver jewellery articles.

(e) Management System Certification

BIS also provides the following Certification services as per the corresponding standards for Management Systems:

- a. Quality Management System (QMS) Certification Scheme as per IS/ISO 9001:2008;
- b. Environmental Management System (EMS) Certification Scheme as per IS/ISO 14001:2004;
- c. Hazards Analysis and Critical Control Point (HACCP) Scheme as per IS 15000:1998;
- d. Occupational Health and Safety Management System (OHSMS) Certification Scheme as per IS 18001:2007;
- e. Food Safety Management System (FSMS) Certification Scheme as per IS/ISO 22000:2005;
- f. Service Quality Management System (SQMS) Certification Scheme as per IS 15700:2005;



g. Energy Management Systems (EnMS) Certification Scheme as per IS/ISO 50001:2011

(D) TESTING AND CALIBRATION SERVICES

BIS has established eight laboratories beginning with the establishment of Central Laboratory in 1962. Subsequently, four regional laboratories at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati were established. The purpose of establishing BIS laboratories is to support the activities of BIS product certification marks scheme wherein the samples generated from the licensees/applicants and also from the open market are tested in these BIS laboratories. The BIS laboratories have facilities for testing of products in the field of chemical, microbiological, electrical and mechanical discipline. In-house calibration facilities in the field of electrical discipline are operational at Central Laboratory, Sahibabad.

In order to ensure that BIS laboratory services are keeping pace with the developments at the International

level, the laboratories at Mumbai, Kolkata, Chennai, Mohali, and Sahibabad have been accredited by the National Accreditation Board for Calibration and Testing Laboratories (NABL) as per the international standard IS/ISO/IEC 17025.

As the volume of workload for testing of samples generated from product certification scheme is much larger than the available capacity in BIS labs, BIS has established Laboratory Recognition Scheme (LRS) for recognition of outside laboratories. Labs recognized by BIS cover complete test facilities for a particular Indian Standard under Product Certification whereas accreditation of lab is for specific test parameters. There are 147 BIS recognized labs which include reputed R&D organizations, technical institutions, Govt. labs and Private sector labs.

(E) INTERNATIONAL ACTIVITIES

The Bureau of Indian Standards actively participates in various activities of the International Organization for Standardization (ISO) and International Electro Technical Commission (IEC). It also continued its activities in the field of



regional and bilateral cooperation with other countries.

WTO-TBT Matters

BIS continued its activities as the WTO / TBT Enquiry Point. BIS worked in close interaction with the Ministry of Commerce and Industry on various issues of national interest. All matters pertaining to Standards and Conformity Assessment systems, both national and of other countries were properly dealt.

2.6. LEGAL METROLOGY

Legal Metrology (Weights and Measures)

Laws form the basis of commercial transaction in any civilized society. To ensure accuracy of measurement in such transaction, the Government has enacted legislation namely, the Legal Metrology Act, 2009. (1 to 2010). The said Act is unified act of two legislations, namely Standards of Weights & Measures Act, 1976 & Standards of Weights & Measures (Enforcement) Act, 1985. The Legal Metrology Act, 2009 has come into force from 1st April, 2011. Seven Rules have been formulated for better implementation of the Act.



CHAPTER – III

PRICE MONITORING CELL

3.1 The Price Monitoring Cell (PMC) monitors the prices of 22 essential commodities, viz., rice, wheat, atta, gram dal, arhar dal, moong dal, urad dal, masoor dal, tea, sugar, salt, vanaspati, groundnut oil, mustard oil, milk, soya oil, palmoil, sunflower oil, gur, potato, onion and tomato.

3.2 The retail prices and wholesale prices on a daily basis are collated from 57 centres based on the information furnished by the State Food and Civil Supplies Departments. These daily commodity prices are available on the website of the Department (<http://fcamin.nic.in>) which is updated regularly.

3.3 Analysis on price movement in relation to production, procurement and export/import of select essential commodities, international prices and other relevant factors are taken as inputs for arriving at policy interventions.

TREND IN INFLATION IN TERMS OF WHOLESALE PRICE INDEX (WPI) NUMBERS:

3.4 During 2013-2014 (April to February), the WPI based variation for all

commodities stood at 4.4 % as compared to 4.5 % in the corresponding period a year ago. The annual rate of inflation for 'All commodities' during the month of February, 2014 was lower at 4.68% as compared to 7.28% in the month of February, 2013. The WPI based variation during 2013-14 (April to February) for Food Articles group was at 5.9% as compared to 3.9 % during the corresponding period last year.

3.5 The table showing the annual inflation rate of select essential commodities in February, 2014 and February, 2013 and the comparative variation in WPI during April to February for both years are given in Annexure-I.

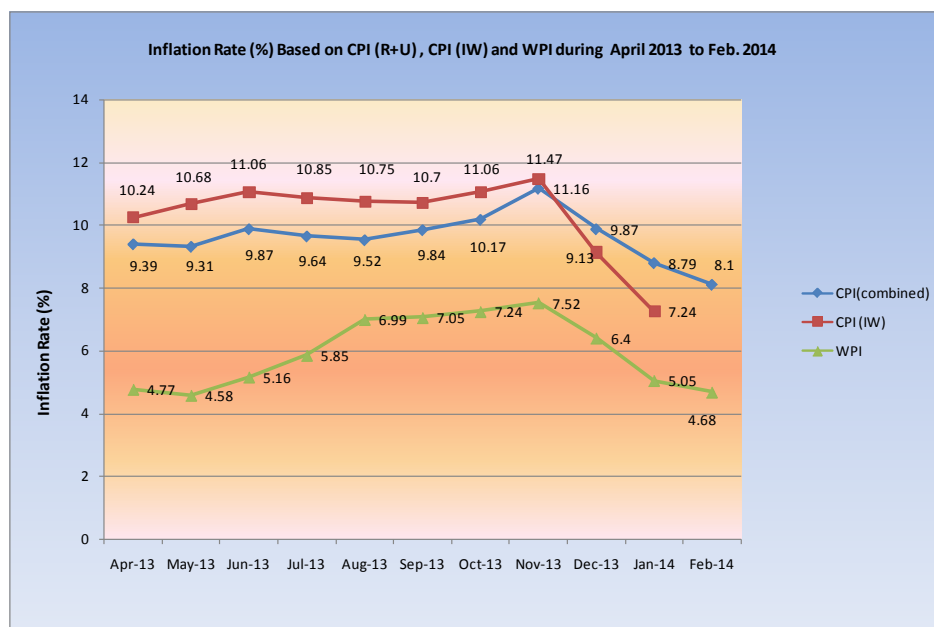
3.6 Table showing the trend in the rate of inflation in CPI (combined), CPI (IW) and WPI during April 2013 to February, 2014 is given below:

Graph showing the trend in the rate of inflation in CPI (combined), CPI (IW) and WPI during April 2013 to February, 2014 is given below:

Inflation Rate (%)	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14
CPI (Combined)	9.39	9.31	9.87	9.64	9.52	9.84	10.17	11.16	9.87	8.79	8.1
CPI (IW)	10.24	10.68	11.06	10.85	10.75	10.7	11.06	11.47	9.13	7.24	NA
WPI	4.77	4.58	5.16	5.85	6.99	7.05	7.24	7.52	6.4	5.05	4.68

Source: M/o Commerce & Industry & Labour Bureau.

NA-Not Available.



Source: M/o Commerce & Industry & Labour Bureau.

3.7 The CPI(Combined=Rural + Urban) based inflation rate at 11.16 % in November, 2013 was the highest recorded during the period April 2013 – February 2014 while inflation rate at 8.1 % in February 2014 was the lowest recorded during the same period. The CPI (IW) based inflation rate at 11.47% in November, 2013 was the highest during this period, while inflation rate at 7.24 % in February 2014 was the lowest. The WPI based inflation rate peaked at 7.52 % for the month of November, 2013 from 4.58 % in the month of May 2013 and was 4.68 percent for the month of February 2014.

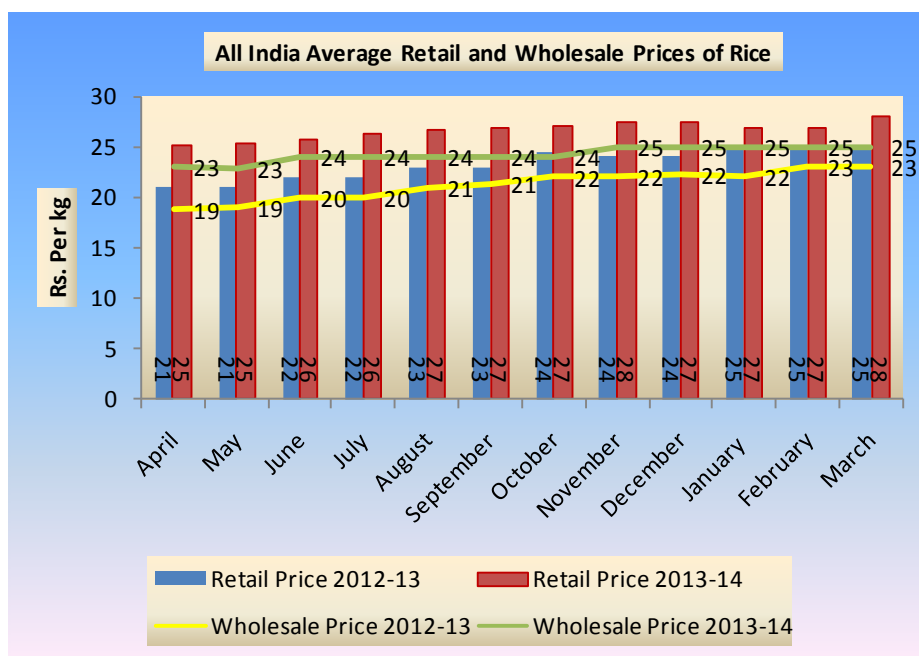
COMMODITY-WISE TREND IN AVAILABILITY & PRICE OF ESSENTIAL COMMODITIES

3.8 The availability of most of the essential commodities remained comfortable during the period under review. In the case of pulses and edible oils, imports were resorted to meet the demand - supply mismatch. Steps taken by Government to augment the domestic availability are listed at para 2.9 of Chapter II. Month-end retail prices of 22 essential commodities at major metropolitan cities from April 2013 to March, 2014 are given in Annexure II. Commodity-wise position on prices, production and availability of essential commodities are briefly analyzed in the following paragraphs.

RICE

3.9 During the current year (April, 2013-March, 2014), the retail prices of rice have shown an increasing trend at most of the reporting centres. The retail prices of rice across centres were in the range of Rs. 15.00

to Rs. 54.00 per kg during April, 2013 - March, 2014 whereas it stood between Rs. 14.00 to Rs. 50.00 per kg during April, 2012- March, 2013. The All India average retail and wholesale prices of rice are given in the graph below:



Source: State Civil Supplies Departments

3.10 During 2013-14, the kharif production of rice, as per the 2nd Advance Estimates of the Department of Agriculture and Cooperation, was estimated at 92.00 million tonnes, which is higher than the Second advance estimate of last year at 90.69 million tonnes.

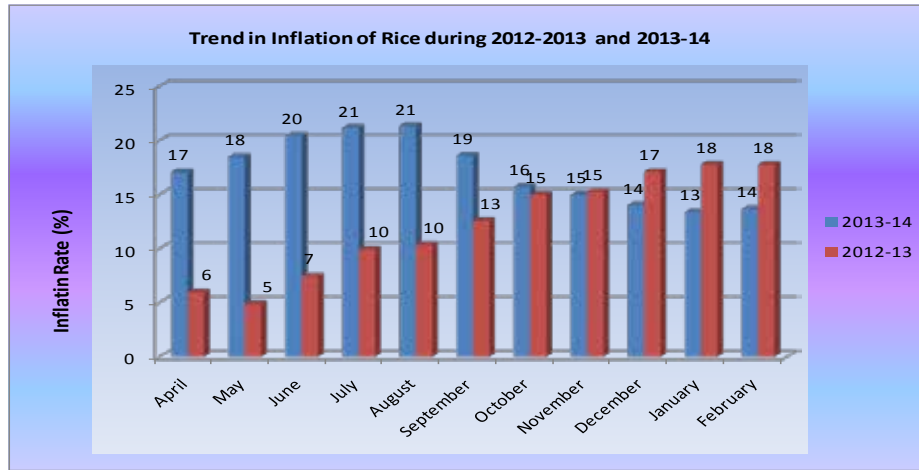
3.11 As per Second advance estimates, area under rice is 43.9 million ha for crop year 2013-14, increased by 4.3 %, which was 42.2 million hectares as per 2nd advance estimates of last year (2012-13)

3.12 The stocks of rice in the Central Pool available with Food Corporation of India and State agencies as on 1.3.2014 was 188.838 lakh tonnes and for unmilled paddy the stock was 190.43 lakh tonnes. The procurement of rice during Kharif Marketing Season (KMS) 2013-14 was 248.53 lakh tonnes (as on 06.3.2014) whereas procurement of rice during KMS 2012-13 was 340.36 lakh tonnes.

3.13 The trend in inflation rate of rice during April, 2012 - February, 2013 to April, 2013 –



February, 2014 is graphically depicted below:-



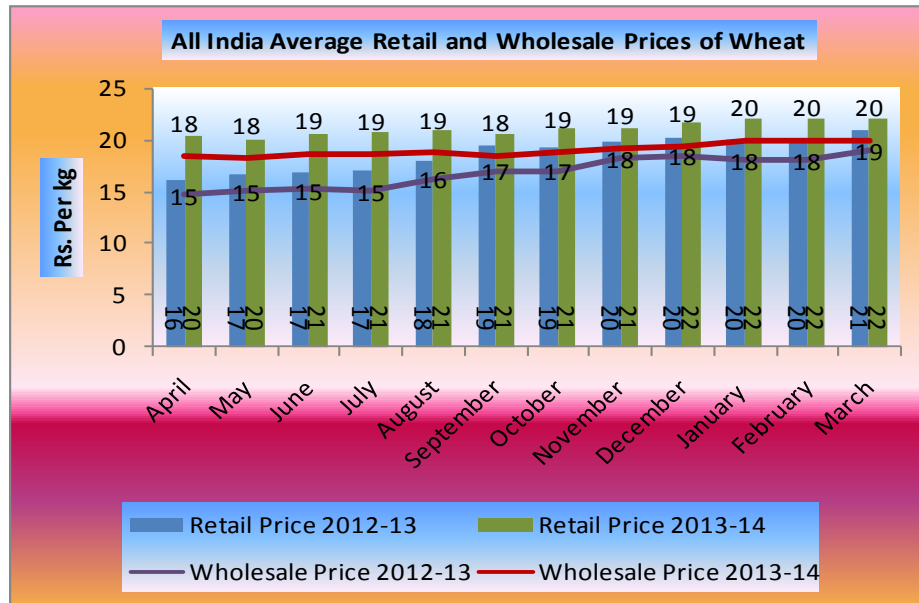
Source: Department of Industrial Policy and Promotion

WHEAT

kg during April, 2012 - March, 2013.

3.14 The retail prices of wheat across centres were in the range of Rs.14.00 to Rs.31.00 per kg during April, 2013 - March, 2014 as compared to Rs.10 to Rs.32.00 per

The All India average retail and wholesale prices of Wheat are given in the graph below:-



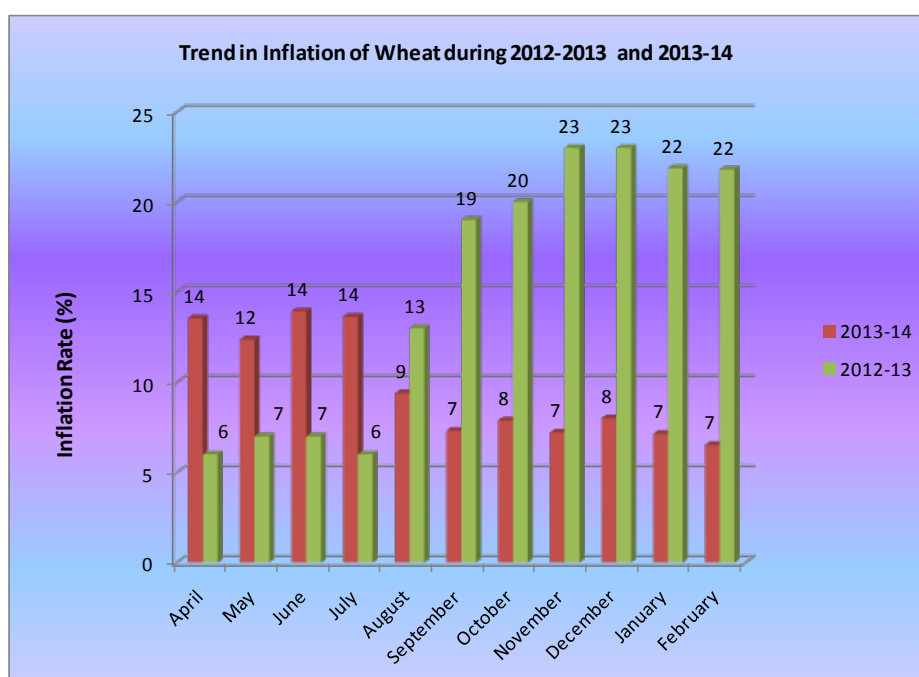
Source: State Civil Supplies Department

3.15 As per Second advance estimate of the Department of Agriculture and Cooperation production of wheat during the year 2013-14 is 92.00 million tonnes whereas it was 90.69 million tonnes as per second advance estimate of last year (2012-13)

3.16 The stock of wheat in the Central Pool as on 1.3.2014 was 208.39 lakh tonnes.

Procurement of wheat during marketing season RMS 2013-14 was 250.92 lakh tonnes as compared to 381.07 lakh tonnes in RMS 2012-13.

3.17 The comparative trend in inflation rate of Wheat during April-February 2012-13 to April – February 2013-14 is graphically depicted below:-



Source: Department of Industrial Policy and Promotion

PULSES

3.18 Pulses are essential food items in India and are the main sources of protein for vegetarians. The major varieties consumed are tur (Arhar), moong, urad, gram and masoor.

3.19 As per the 2nd Advance Estimates, area sown under pulses increased by 3.9

% to 24.79 million hectares during 2013-14, as compared to 23.86 million hectares during 2nd advance estimates in 2012-13. Areas under tur, gram, and moong have increased by 2.4 %, 8.2%, and 7.6 % respectively. Area under urad has declined by 8.2% as compared to the corresponding period last year.



3.20 India achieved a production of 18.34 million tonnes of pulses in 2012-13 (final estimates) which was higher than the production of 2011-12 at 17.09 million tonnes. As per the 2nd Advance estimates for 2013-14, pulses production is estimated at 19.77 million tonnes as against the 2nd advance estimate of 2012-13 at 17.58 million tonnes.

3.21 Table showing Pulses production during 2012-13 and 2013-14 is given below as per the 2nd Advance estimates released by the M/o Agriculture:-

Pulses production during 2012-13 and 2013-14* (figures in million tonnes)			
	2012-13	2013-14	Variation in (%)
Tur	2.75	3.34	21.5
Urad	1.74	1.59	-8.6
Moong	1.27	1.28	0.8
Gram	8.57	9.79	14.2
Total pulses	17.58	19.77	12.5
Note*:- 2nd Advance Estimate			
Source: Ministry of Agriculture			

3.22 Pulses yield in India improved from 625 kg per hectare in 2007-08 to 659 kg per hectare in 2008-09. After a decline in 2009-10, it rose to 786 kg per hectare in 2012-13.

The area, production and yield of pulses are shown in the graph given below:-

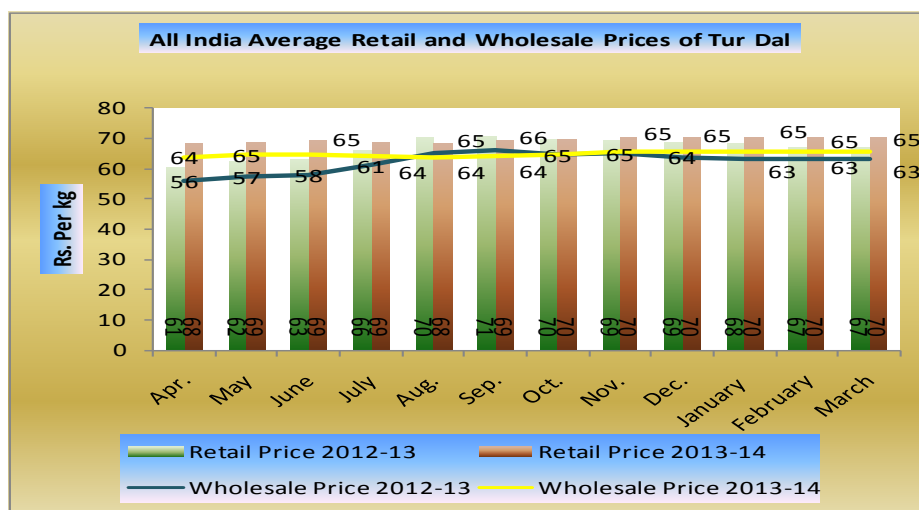
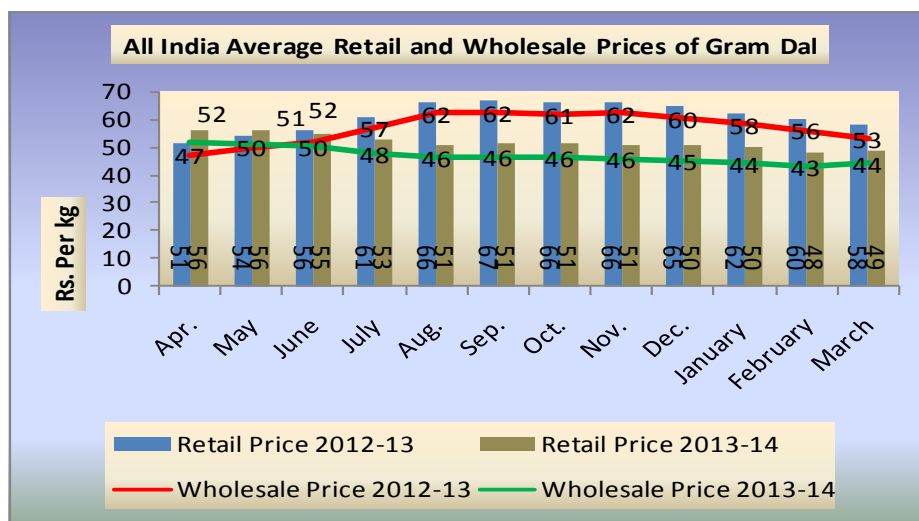


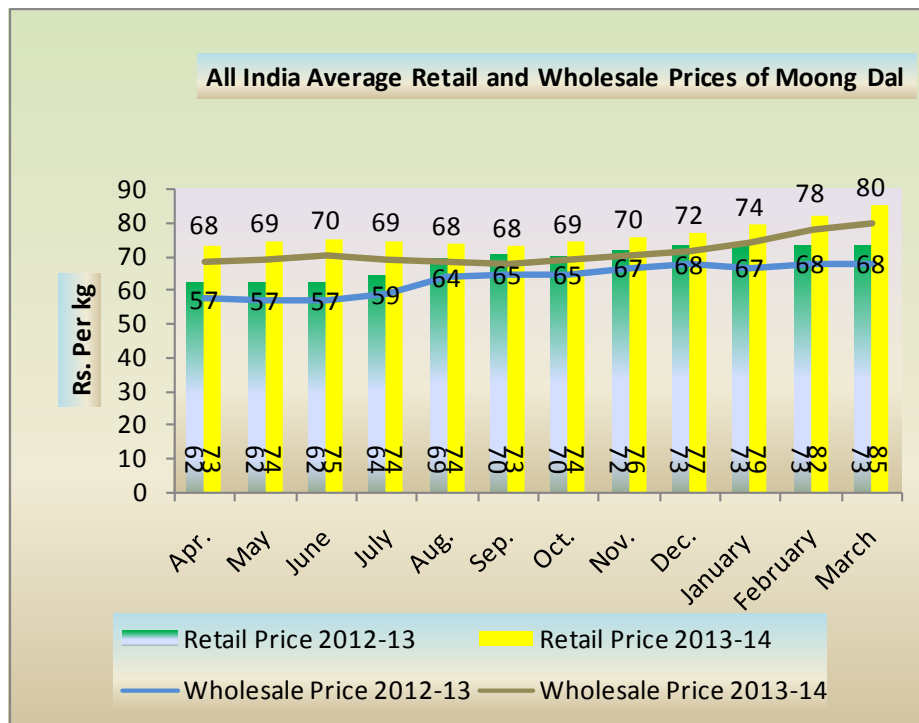
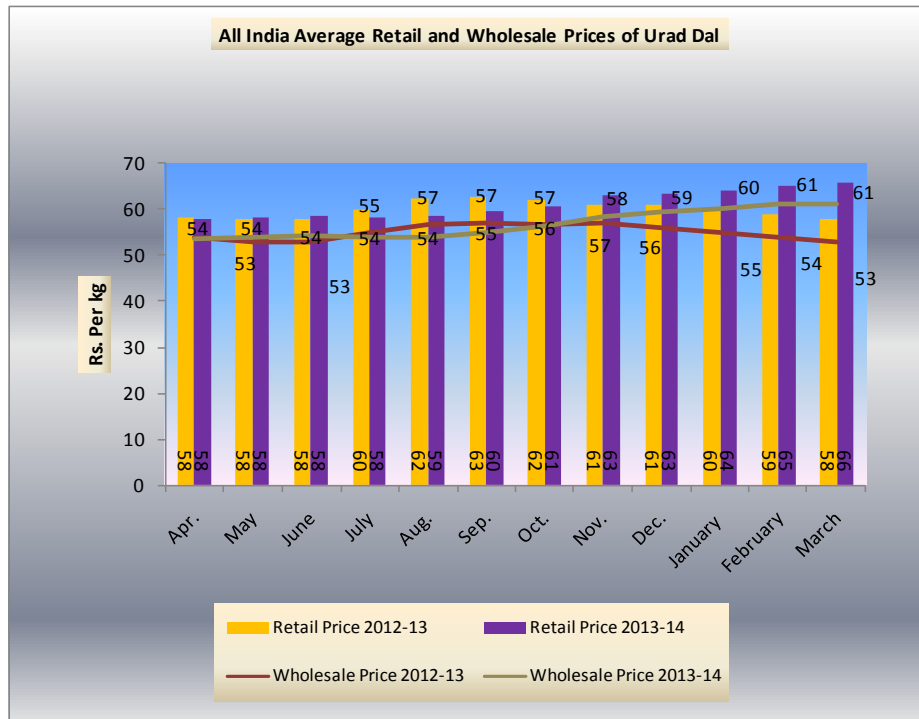
(Source: Ministry of Agriculture)

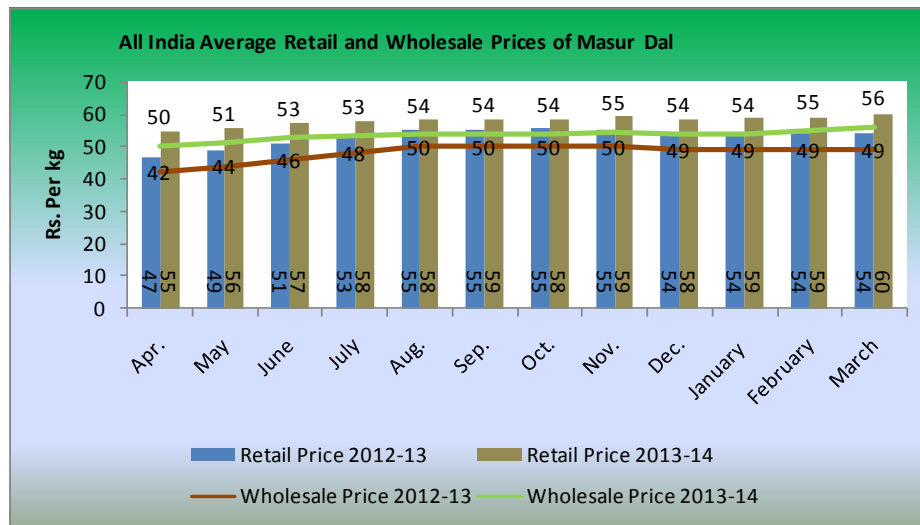
3.23 Demand for pulses has been increasing steadily mainly due to increase in population and preference for enhanced protein requirements in food. The gap between demand and supply is met through imports. As per the DGCIS (provisional) data, about 16.90 lakh tonnes of pulses have been imported during April-September, 2013 as compared to 15.58 lakh tonnes during the corresponding period last year.

3.24 The retail prices of pulses have shown a fluctuating trend during 2013-14 (April-December) as compared to corresponding period last year.

The details of the All India average retail and wholesale prices of Pulses such as Gram Dal, Tur dal, Urad dal, Moong dal, and Masur dal are given in the Graph below:-

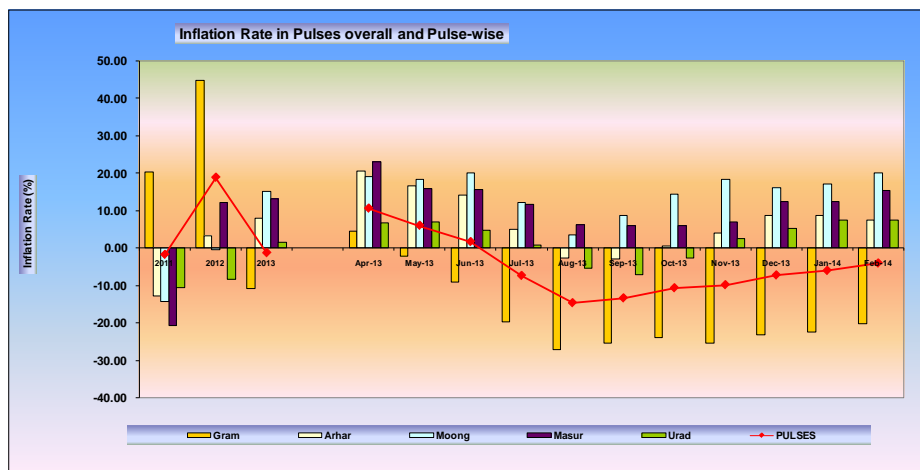






Source: State Civil Supplies Departments.

The inflation rate of pulses overall and pulse-wise during 2011 to 2013 and April, 2013 - February, 2014 is shown in the graph as under:-



Source: Department of Industrial Policy and Promotion

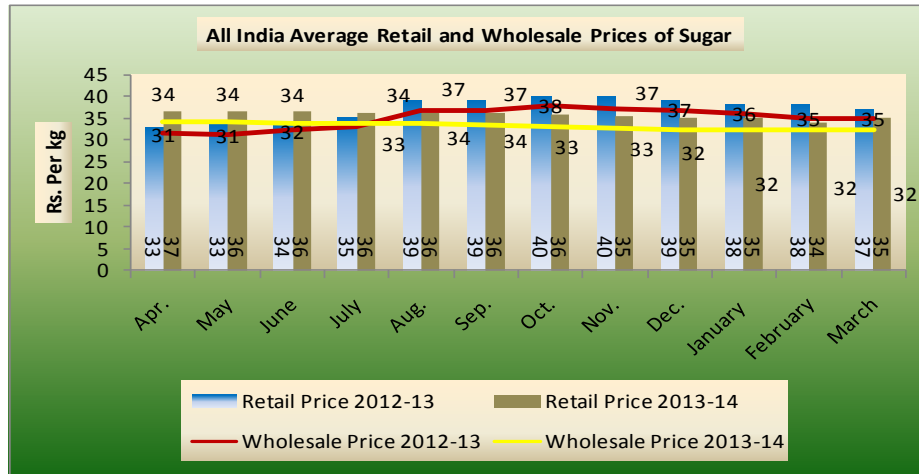
SUGAR

3.25 Retail prices of sugar have decreased during the current financial year. Prices of sugar across centres were in the range of Rs. 30 per kg to

Rs. 45.00 per kg during April-March, 2014 as compared to prices in the range of 29 per kg to Rs. 46.00 per kg during April-March, 2013.



The All India average retail and wholesale prices of Sugar are given in the graph below:-

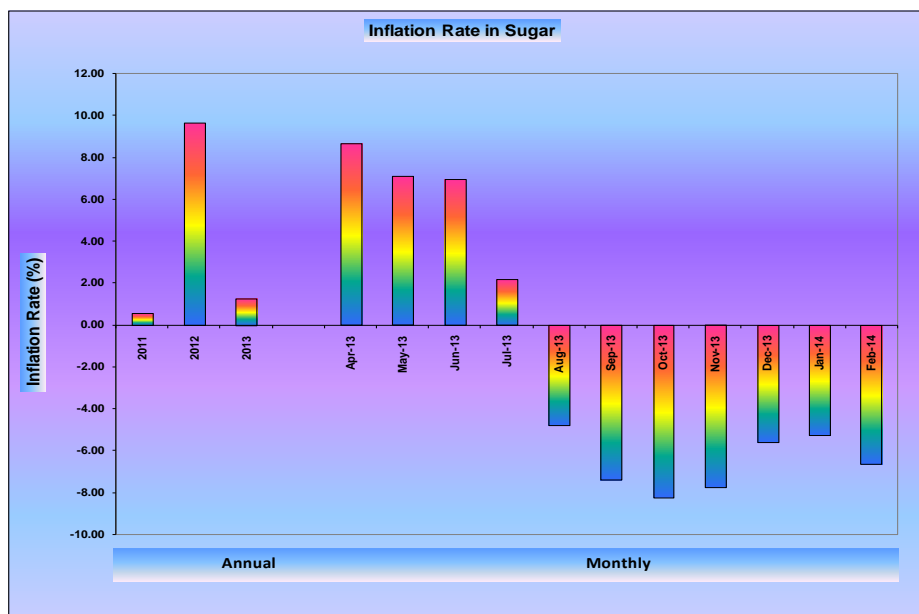


Soure: State Civil Supplies Departments.

3.26 As per the 2nd Advance Estimates released by Ministry of Agriculture during 2013-14, the sugarcane production is estimated at 3459.23 lakh tonnes, which is higher than the 2nd Advance Estimates during 2012-13 of 3345.40 lakh tonnes. The area under sugarcane for kharif crop

year 2013-14 marginally declined by 0.6% to 5.03 million hectares as compared to 5.06 million hectares during the corresponding period last year.

3.27 The trend in inflation rate of Sugar during 2011 to 2013 and April, 2013 - February, 2014 is shown in the graph as under:-



Source: Department of Industrial Policy and Promotion

EDIBLE OILS

3.28 According to the Second Advance Estimates for the year 2013-14 released by Ministry of Agriculture, on 14.02.2014, kharif oilseed production is estimated at 329.83 lakh tonnes as compared to Second Advance Estimates of last year which was 294.65 lakh tonnes.

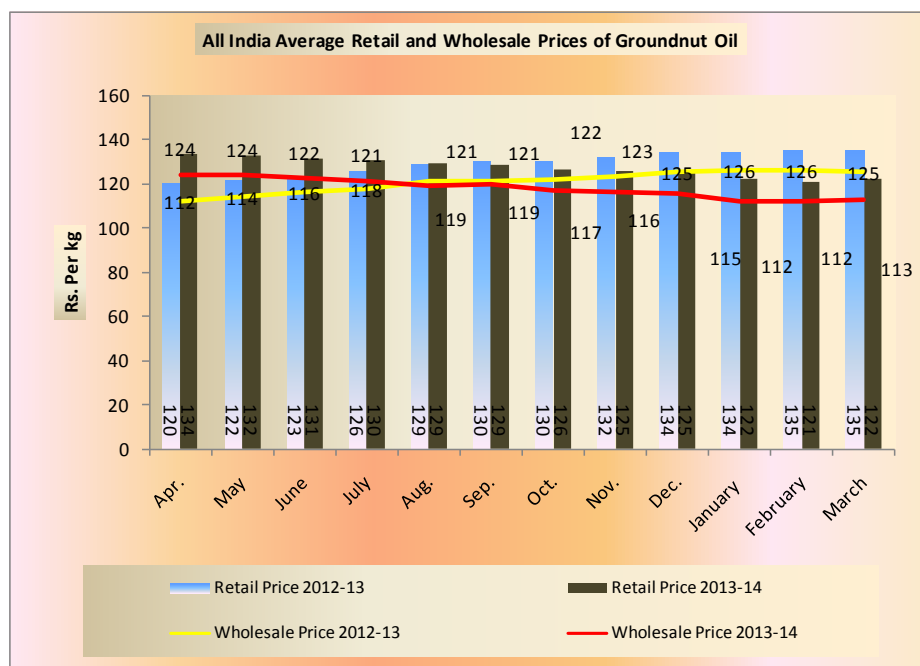
3.29 During the current year (April-March, 2014), the edible oil prices have shown a downward trend as compared to last year across centres.

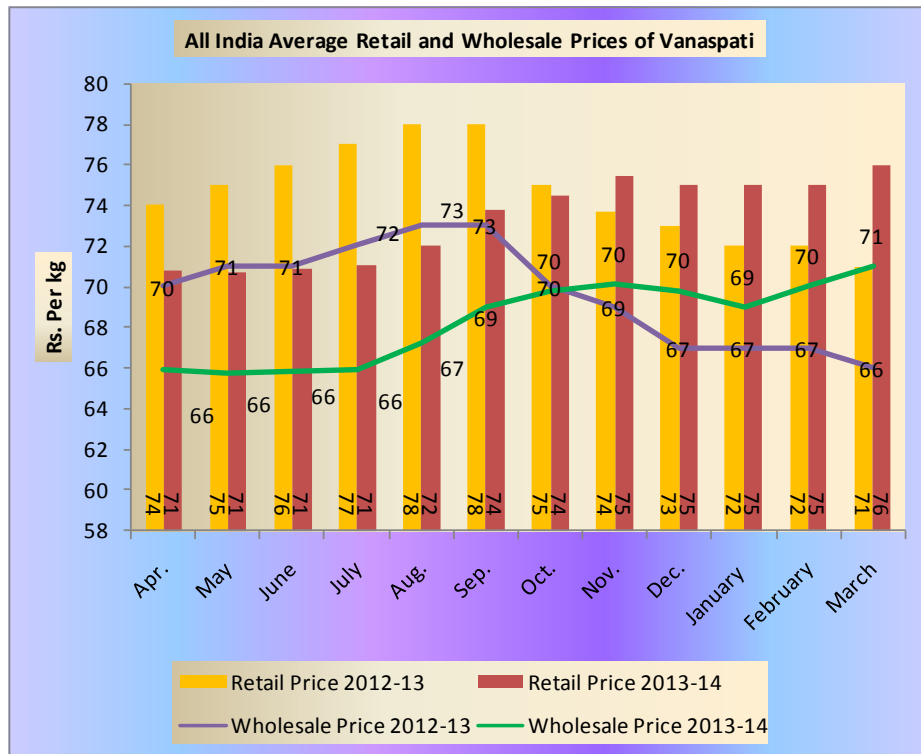
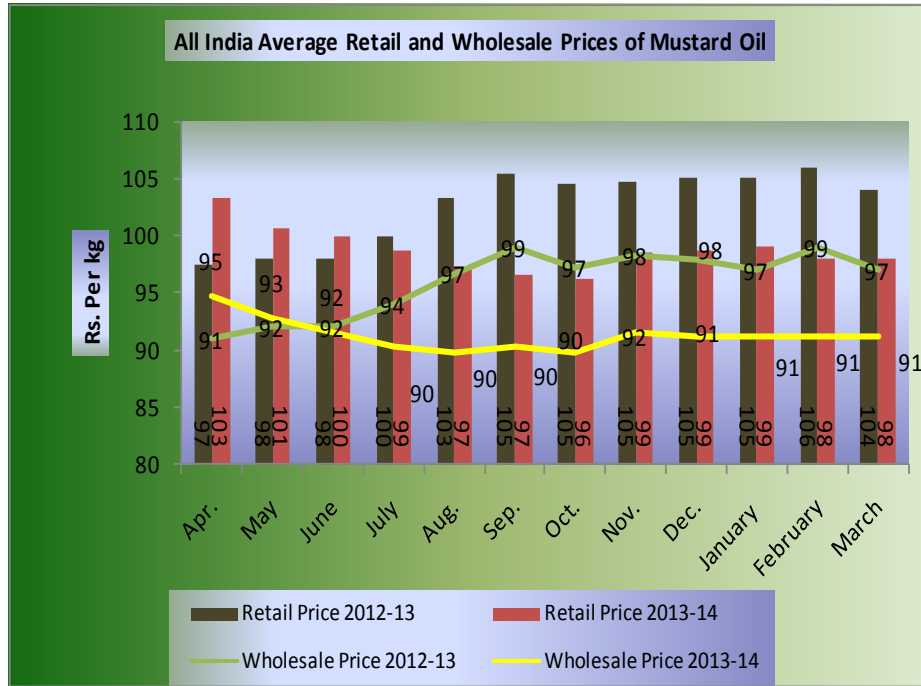
The table showing the price range of Edible oils during April-March, 2014 and April- March, 2013 is given below:-

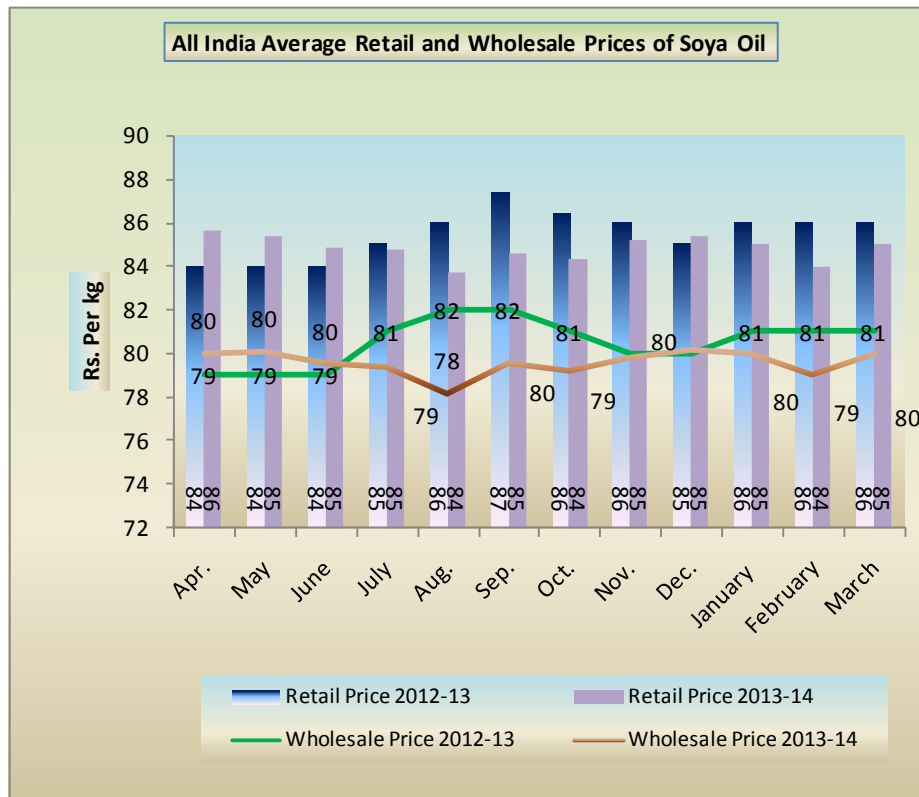
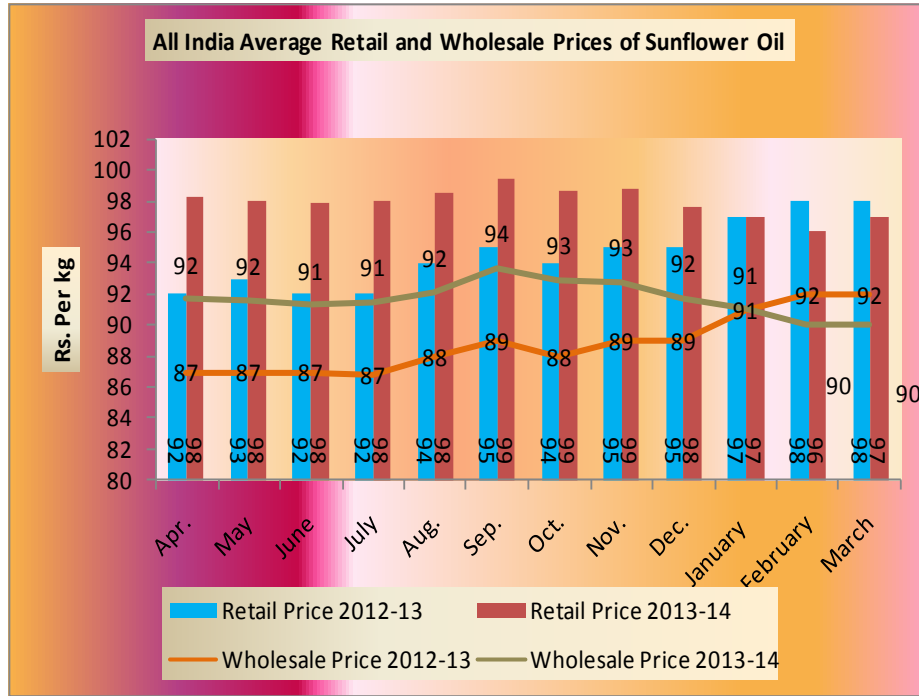
Edible oils	Price Range (April 2013-March 2014) (Rs/kg)	Price Range (April 2012-March 2013) (Rs/kg)
Mustard oil	71-154	74-154
Vanaspati	50-110	50-120
Groundnut oil	81-186	81-200
Palm oil	55-108	48-108
Soya oil	62-115	61-121
Sunflower oil	77-152	57-169

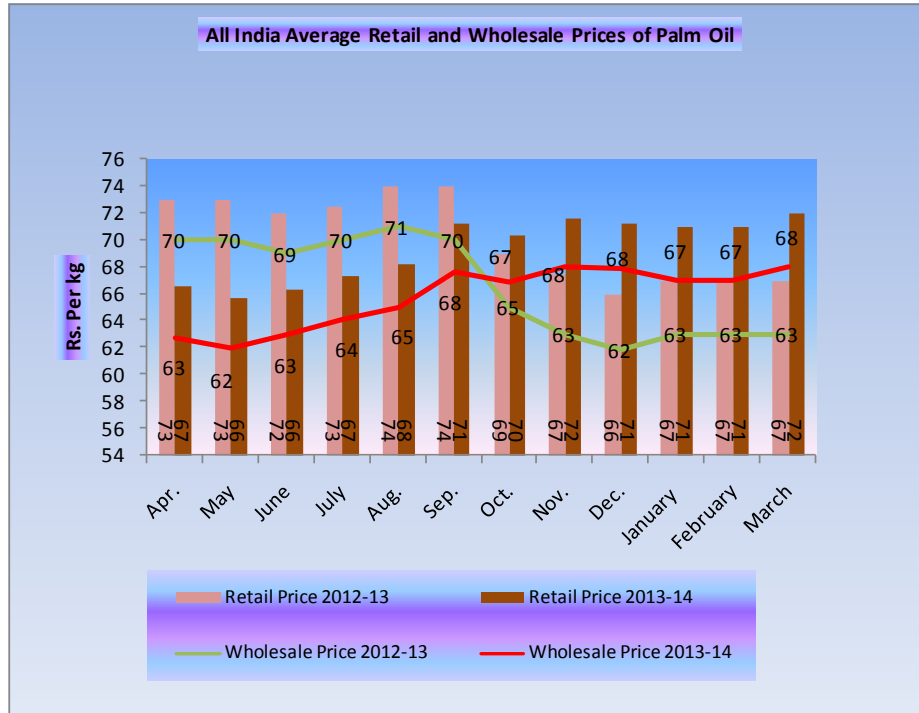
Source: - State Civil Supplies Departments

The All India average retail and wholesale prices of Groundnut oil, Mustard oil, Vanaspati, Sunflower Oil, Soya Oil, and Palm Oil are given in the graph below:-



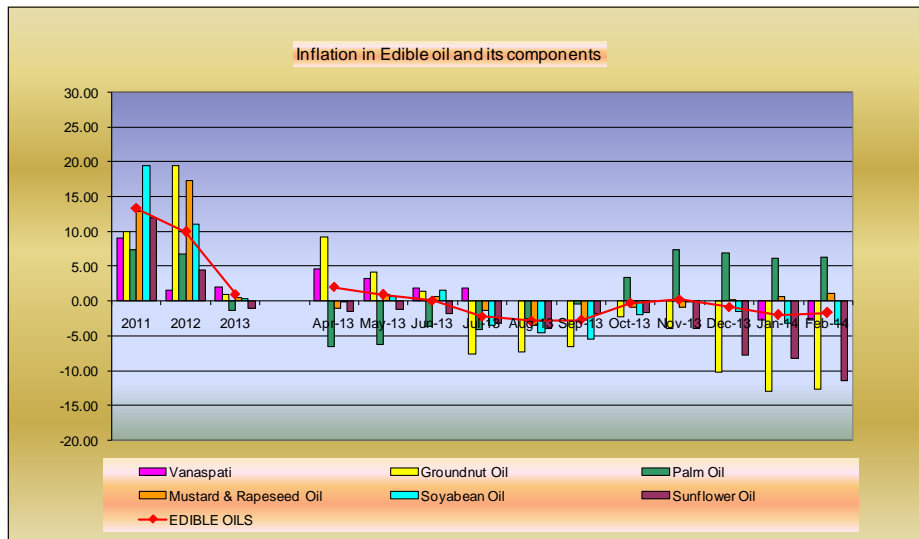






Source: State Civil Supplies Departments

Trend in inflation in edible oil and its components during 2011 to 2013 and April, 2013 - February, 2014 is given in the graph below:-



Source: Department of Industrial Policy and Promotion

3.30 Around 50% of the domestic requirement of edible oils is met by imports, out of which Crude Palm Oil and RBD palmolein constitute about 77% and

Soyabean oil about 12%. During the oil year 2012-13 (November-October), the total import of edible oils is reported at 106.05 lakh tonnes as compared to 99.43 lakh tonnes during last year, registering an increase of 6.7 %.

VEGETABLES

3.31 Vegetable prices fluctuate depending on the availability and seasonal factors. Government kept a close watch on the prices and availability of vegetables, especially onion, potato and tomato.

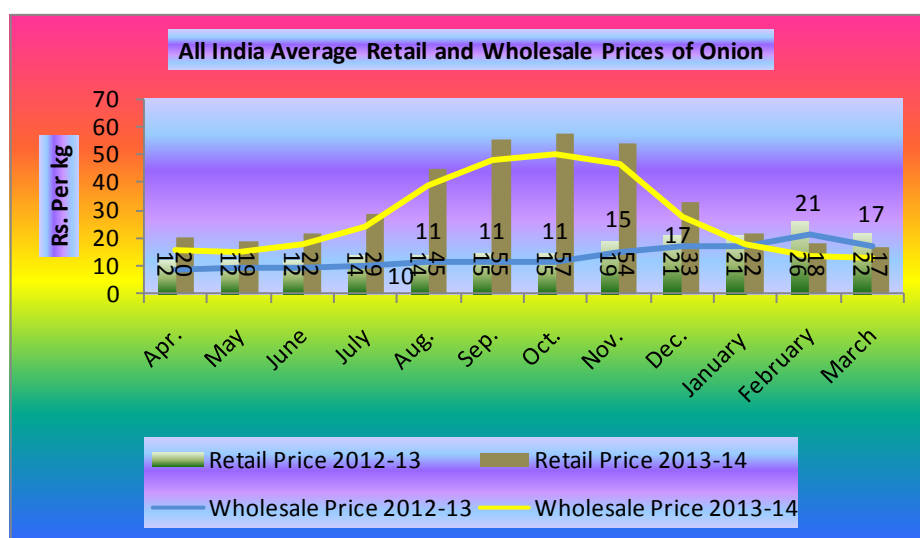
(I) ONION

3.32 The National Horticultural Research & Development Foundation (NHRDF) estimates for Onion area and production 2012-13 (Final Estimate) were 10.51 lakh hectares and 168.13 lakh tonnes which was 10.87 lakh hectares and 175.1 lakh tonnes for 2011-12 (Final Estimate). The area under onion cultivation has been estimated at 10.88 lakh hectares during 2013-14 which is 3.5 % higher than the

previous year. The production of onion is estimated at 189.81 lakh tonnes during 2013-14 as compared to 168.13 lakh tonnes during 2012-13, which is 12.89 % higher than the previous year. (Source: NHRDF)

3.33 Onion is mainly exported to Bangladesh, Malaysia, Dubai, Sri Lanka, Bahrain, Nepal, Singapore, Muscat, Kuwait, Doha/Qatar, Mauritius etc. Onion export during 2013-14 was 9.87 lakh tonnes, as compared to 18.22 lakh tonnes during the previous year. During 2011-12 Onion export was 15.52 lakh tonnes as compared to 13.40 lakh tonnes during the corresponding period last year.

3.34 Retail prices of onion across centres were in the range of Rs. 6.00-100.00 per kg during April 2013 - March, 2014 as compared to Rs. 5.00-54.00 per kg during April, 2012 - March, 2013. The All India average retail and wholesale prices of Onion are given below:



Source: State Civil Supplies Departments.

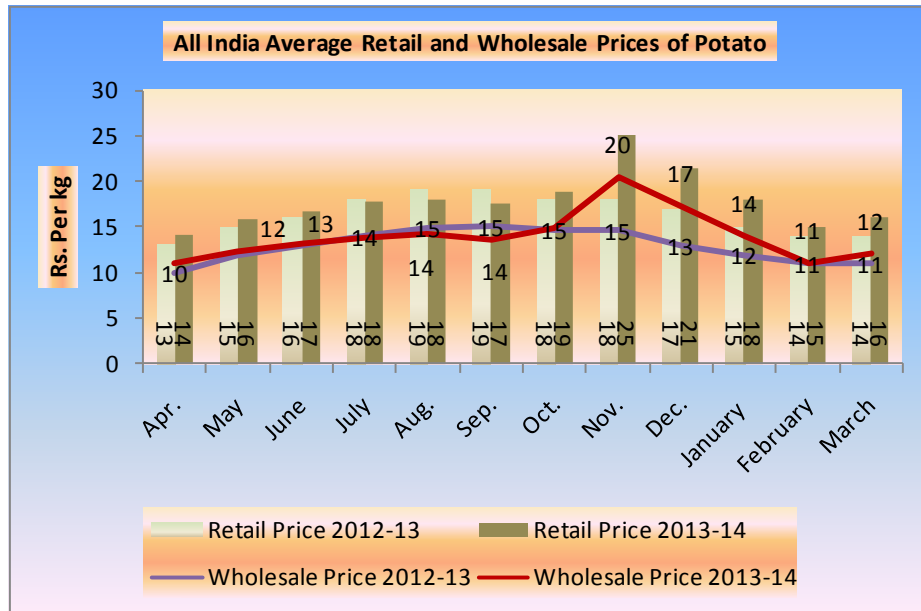


(ii) POTATO

3.35 Potato area and production during the year 2012-13 (Final Estimate) are recorded at 19.92 lakh hectares and 453.44 lakh MT respectively as compared to previous year's area of 19.07 lakh hectares and production of 414.83 lakh tonnes. During 2013-14 potato production is estimated at 464.43 lakh MT which is 2.42 % higher than the last year production of 453.44 lakh MT (2012-13). The area under Potato cultivation has been estimated at 20.32

lakh hectares during 2013-14 which is 2.02 % higher than the previous year's area of 19.92 lakh hectares (2012-13) (Source: NHRDF)

3.36 Retail prices of potato across centres were in the range of Rs. 7.00 - 60.00 per kg during April, 2013 - March, 2014 as compared to Rs. 6.00 - 30.00 per kg during April, 2012-March, 2013. The All India average retail and wholesale prices of Potato are given below:-



Source: State Civil Supplies Departments.

(iii) TOMATO

3.37 Tomato occupies an important place in the vegetable basket of consumer in our country. India is third largest producer of tomato in the world, following China and U.S.A. The area and production of tomato during 2012-13 (Final Estimate) were 8.8 lakh hectares and 182.27 lakh tonnes as compared to area of 9.07 lakh hectares

and production of 186.54 lakh tonnes during 2011-12 (Final Estimate). (Source: National Horticulture Board).

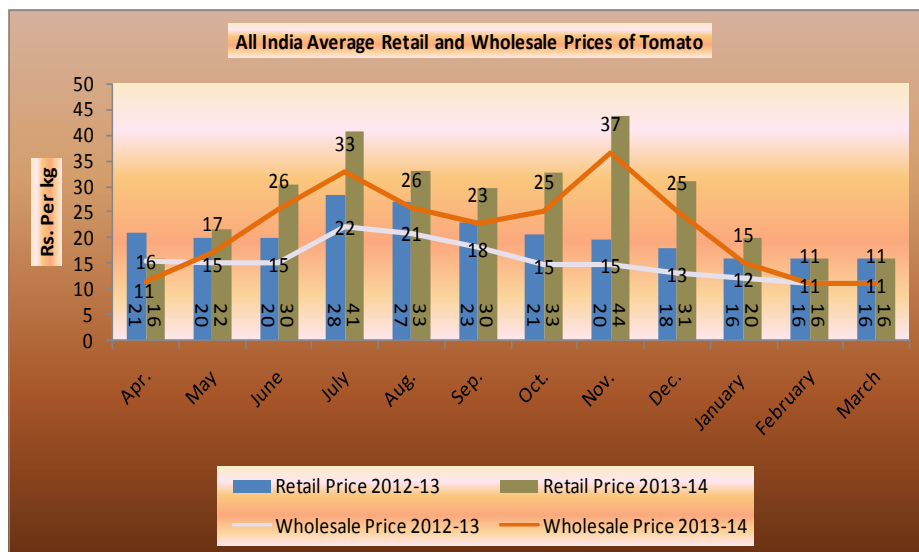
3.38 The share of tomato in the total production of vegetables in the country is estimated to be around 7%. Andhra Pradesh, Karnataka, Maharashtra, West Bengal, Bihar and Odisha are the major producers of tomato.

Area under Tomato and production of tomato during last three seasons and estimates for current season are given in the table given below:-

Tomato - Area and Production over the last 3 years		
Year	Area (in 000 HA)	Production (in 000 MT)
2009-10	865	16826
2010-11	907	18653
2011-12	933	19377

2012-13	884	17874
<i>Source- National Horticulture Board/ DAC</i>		

3.39 Retail prices of tomato across centers were in the range of Rs. 5.00-85.00 per kg during April, 2013 - March, 2014 as compared to Rs. 4.00-80.00 per kg during April, 2012 - March, 2013. The All India average retail and wholesale prices of Tomato are given below:-



Source: State Civil Supplies Departments.

TEA

3.40 The retail prices of tea showed an increasing trend as compared to last year. Retail prices of tea across centres were in the range of Rs.100.00-369.00 per kg during April, 2013 - March, 2014 as compared to Rs. 100.00-340.00 per kg during April, 2012 - March, 2013. Exports of tea during 2013-14 (April 2013 to January 2014) were 20, 38, 85345 lakh kgs as against 23, 12, 79,272 lakh kgs during the corresponding

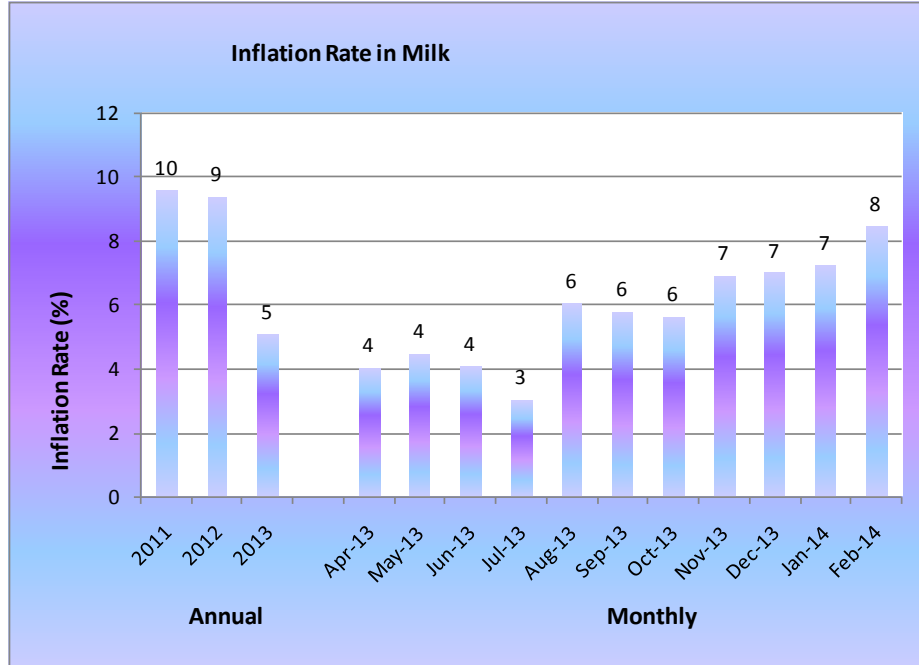
period last year. (Source: DGCI & S).

MILK

3.41 Retail prices of milk across centres were in the range of Rs. 22.00-54.00 per kg during April, 2013 - March, 2014 as compared to Rs. 20.00-46.00 per kg during April, 2012 - March, 2013. The All India production of Milk during 2012-13 was 132,431 thousand tonnes, whereas during the previous year it was 127,904 thousand tonnes.



WPI based monthly rate of inflation (from April, 2013 to February 2014) and Annual rate (from 2011 to 2013) is given below.-



Source: Department of Industrial Policy and Promotion

SALT

3.42 Retail prices of salt decreased and was in the range of Rs. 5 -20 per kg during

April, 2013 - March, 2014 as compared to Rs. Rs. 5.00-24.00 per kg during April, 2012 - March, 2013.

Annexure I

Point to Point Inflation and Variation in the Wholesale Price Index Numbers of Major Groups and Commodities during the Month of April. 2012, February 13, April 13 and February 2014.

Commodity (Sub-group wise)	Weight	Year on Year Inflation (%)				Variation of WPI	
		Apr.12	Feb.13	Apr.13	Feb.14	April/ Feb. 2012- 13	April/ Feb. 2013- 14
ALL COMMODITIES	100.00	7.50	7.28	4.77	4.68	4.5	4.4
I. PRIMARY ARTICLES	20.12	9.55	10.54	5.06	6.33	4	5.3
FOOD ARTICLES	14.34	10.92	11.95	6.08	8.12	3.9	5.9
FOOD GRAINS (CEREALS+ PULSES)	4.09	7.64	17.71	14.61	6.53	14.3	6.2
CEREALS	3.37	6.84	18.63	15.52	9.08	14.7	8.3
Rice	1.79	5.98	17.75	17.09	13.65	14.8	11.5
Wheat	1.12	5.97	21.81	13.55	6.52	15.5	8.3
PULSES	0.72	11.29	13.95	10.52	-4.12	12.6	-2.2
Gram	0.33	47.34	16.39	4.49	-20.24	12.8	-13.8
Arhar	0.14	-11.32	11.39	20.63	7.35	13.1	0.7
Moong	0.08	-7.07	17.81	19.06	20.04	16.6	17.5
Masur	0.06	-0.47	19.11	23.00	15.28	15.8	8.6
Urad	0.10	-16.04	3.23	6.82	7.48	6.6	7.3
VEGETABLES	1.74	61.85	19.88	-8.88	3.99	-11.7	-7.2
Potato	0.20	59.30	50.14	-0.63	8.36	-8.5	-0.2
Onion	0.18	-11.03	182.36	90.83	-20.06	170.6	13.3
FRUITS	2.11	-15.34	10.16	0.56	9.92	-4.8	4.0
MILK	3.24	15.68	4.52	4.04	8.45	3.7	8.1
EGGS,MEAT & FISH	2.41	17.54	12.37	10.44	9.69	12.6	11.8



II. FUEL & POWER	14.91	12.10	10.64	8.33	8.75	9.3	9.7
III. MANUFACTURED PRODUCTS	64.97	5.27	4.80	3.69	2.76	3.3	2.4
FOOD PRODUCTS	9.97	6.36	8.81	7.27	0.90	7.2	0.8
Wheat Flour (Atta)	0.39	-2.07	15.08	15.57	6.29	17.4	7.9
Sugar	1.74	3.16	10.49	8.67	-6.62	10.3	-5.1
Gur	0.08	12.48	6.79	6.86	-0.70	1.5	-5.6
EDIBLE OILS	3.04	11.18	7.04	2.01	-1.68	3.3	-0.3
Vanaspati	0.71	-1.06	4.62	4.62	-2.68	4.6	-2.6
Groundnut Oil	0.30	25.78	13.61	9.29	-12.69	4.6	-16.4
Palm Oil	0.42	11.80	-2.42	-6.47	6.37	-6.8	5.9
Mustard & Rapeseed Oil	0.45	23.55	6.42	-1.06	1.04	1.7	3.8
Soyabean Oil	0.38	12.75	8.26	-0.06	-3.36	3.5	0.1
Sunflower Oil	0.17	6.57	7.57	-1.41	-11.40	5.4	-5.1
Salt	0.05	5.51	0.33	1.76	1.86	0.3	0.4

Source : DIPP

Annexure-II
Month-end retail prices of 22 essential commodities at Four Metropolitan Cities from April 2013 to March 2014

Rice Centre	Unit: (Rs. /kg.)											
	Apr(30) 2013	May(31) 2013	Jun(28) 2013	Jul(31) 2013	Aug(30) 2013	Sep(30) 2013	Oct(31) 2013	Nov(29) 2013	Dec(31) 2013	Jan(31) 2014	Feb(28) 2014	Mar(31) 2014
DELHI	28	28	27	28	28	28	26	27	28	28	29	27
MUMBAI	27	28	30	30	28	27	29	29	30	30	NR	NR
KOLKATA	23	26	26	24	23	24	24	25	25	26	25	26
CHENNAI	32	32	32	32	32	32	30	NR	31	32	32	NR
Wheat												
DELHI	18	17	18	18	18	18	18	18	18	18	18	18
MUMBAI	25	26	26	26	26	26	27	29	29	28	NR	NR
KOLKATA	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
CHENNAI	26	27	28	28	28	28	28	NR	31	31	31	NR
Atta(Wheat)												
DELHI	19	20	20	20	20	20	20	21	21	21	21	20
MUMBAI	29	29	29	29	29	29	30	30	29	29	NR	NR
KOLKATA	18	18	19	21	21	20	20	21	21	20	22	22
CHENNAI	28	28	31	31	30	31	30	NR	32	32	32	NR
Gram Dal												
DELHI	58	58	54	53	54	53	52	52	51	50	50	49
MUMBAI	66	62	58	58	66	56	57	56	66	62	NR	NR
KOLKATA	62	58	56	54	54	55	55	56	50	48	47	48
CHENNAI	52	52	52	50	50	50	50	NR	52	51	50	NR
Tur/Arhar Dal												
DELHI	80	80	77	72	70	75	73	73	76	75	75	74
MUMBAI	80	72	72	72	74	82	85	86	93	86	NR	NR
KOLKATA	68	66	66	70	72	72	72	76	72	72	70	70
CHENNAI	74	75	75	70	68	71	73	NR	68	74	74	NR
Urad Dal												
DELHI	67	68	69	70	68	66	66	66	65	65	65	70
MUMBAI	74	74	70	70	74	78	79	79	83	83	NR	NR



KOLKATA	52	52	54	55	55	56	55	60	62	64	62	62	62
CHENNAI	60	60	62	60	61	61	72	NR	73	77	77	77	NR
Moong Dal													
DELHI	84	84	83	81	80	77	77	78	78	80	80	82	94
MUMBAI	88	80	76	76	76	86	84	85	87	84	NR	NR	NR
KOLKATA	85	85	84	90	92	92	92	95	100	106	105	105	98
CHENNAI	80	80	80	71	72	72	78	NR	88	90	96	96	NR
Masoor Dal													
DELHI	62	64	67	66	65	64	65	65	65	64	65	65	66
MUMBAI	60	60	66	66	64	61	62	62	61	63	NR	NR	NR
KOLKATA	52	52	52	54	56	56	56	56	54	56	54	54	60
CHENNAI	56	57	58	60	60	60	61	NR	56	52	52	52	NR
Groundnut Oil (Packed)													
DELHI	163	163	161	166	167	167	169	169	169	168	169	165	158
MUMBAI	138	124	124	126	129	132	133	138	132	130	132	NR	NR
KOLKATA	144	140	140	140	145	140	142	150	124	120	124	118	120
CHENNAI	138	138	136	121	121	113	108	NR	105	104	105	103	NR
Mustard Oil (Packed)													
DELHI	105	103	99	99	99	100	101	101	102	103	102	102	102
MUMBAI	102	96	98	95	96	103	101	102	98	98	NR	NR	NR
KOLKATA	96	92	94	95	95	95	96	98	98	96	92	92	96
CHENNAI	126	126	126	127	127	NR	NR	NR	NR	NR	NR	NR	NR
Vanaspati (Packed)													
DELHI	76	76	76	77	78	78	80	81	82	84	84	84	86
MUMBAI	98	95	102	96	92	100	102	105	102	105	NR	NR	NR
KOLKATA	60	60	60	60	NR	68	68	72	72	70	70	74	74
CHENNAI	78	78	79	82	81	84	88	NR	86	NR	85	NR	NR
Soya Oil (Packed)													
DELHI	95	95	95	95	95	95	96	96	96	96	96	96	96
MUMBAI	98	96	96	92	96	91	91	92	91	92	NR	NR	NR
KOLKATA	84	82	84	84	NR	80	80	84	83	82	84	84	83
CHENNAI	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Centre	Apr(30)	May(31)	Jun(28)	Jul(31)	Aug(30)	Sep(30)	Oct(31)	Nov(29)	Dec(31)	Jan(31)	Feb(28)	Mar(31)	2014
	2013	2013	2013	2013	2013	2013	2013	2013	2013	2014	2014	2014	2014



Centre	Apr(30) 2013	May(31) 2013	Jun(28) 2013	Jul(31) 2013	Aug(30) 2013	Sep(30) 2013	Oct(31) 2013	Nov(29) 2013	Dec(31) 2013	Jan(31) 2014	Feb(28) 2014	Mar(31) 2014
Sunflower Oil (Packed)												
DELHI	106	106	106	106	106	106	106	106	106	106	106	106
MUMBAI	98	96	98	100	100	95	95	91	89	86	NE	NR
KOLKATA	95	92	95	94	98	94	96	100	96	88	86	88
CHENNAI	95	93	97	99	99	99	99	0NR	95	96	92	NR
Palm Oil (Packed)												
DELHI	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NE	NE
MUMBAI	58	60	60	58	62	62	65	66	65	64	NE	NE
KOLKATA	57	56	56	59	63	61	61	65	63	64	65	68
CHENNAI	58	58	60	63	69	70	67	NR	70	69	70	NR
Potato												
DELHI	15	18	22	20	21	21	28	25	20	18	18	20
MUMBAI	18	20	22	20	22	23	25	24	22	23	NR	NR
KOLKATA	10	12	12	11	11	11	16	13	18	10	9	12
CHENNAI	18	19	18	17	16	15	25	NR	22	16	15	NR
Onion												
DELHI	18	17	26	38	58	62	70	46	28	25	22	21
MUMBAI	18	22	26	38	52	59	67	62	24	23	NR	NR
KOLKATA	16	16	24	34	50	60	64	45	22	18	16	14
CHENNAI	14	17	23	30	53	37	57	NR	17	16	15	NR
Tomato												
DELHI	22	21	46	42	37	40	42	55	30	22	20	20
MUMBAI	14	40	60	44	30	37	38	38	21	19	NR	NR
KOLKATA	10	30	60	40	32	36	40	50	25	16	8	14
CHENNAI	29	52	41	17	17	17	50	NR	13	8	9	NR
Sugar												
DELHI	37	37	37	36	36	35	36	36	36	36	35	36
MUMBAI	38	40	40	40	40	36	36	36	34	34	NR	NR
KOLKATA	36	36	36	36	36	35	35	35	34	34	34	36
CHENNAI	34	34	34	34	34	34	33	NR	32	32	31	NR
Gur												
DELHI	40	41	42	42	41	40	40	38	36	36	36	37



MUMBAI	48	48	47	47	47	48	50	53	53	53	53	NR	NR
KOLKATA	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
CHENNAI	47	48	52	51	53	53	54	61	NR	51	51	55	NR
Milk													Unit: (Rs./Ltr.)
DELHI	30	32	32	32	32	32	32	34	34	34	34	36	36
MUMBAI	36	40	40	40	40	40	38	38	38	38	39	NR	NR
KOLKATA	28	28	28	28	28	28	28	30	30	30	30	30	32
CHENNAI	27	27	27	27	27	27	27	27	NR	27	NR	NR	NR
Tea Loose													
DELHI	210	214	212	205	206	206	206	206	208	208	211	211	215
MUMBAI	280	280	280	280	280	280	228	228	233	233	233	NR	NR
KOLKATA	120	120	120	120	120	120	120	120	120	120	120	120	120
CHENNAI	260	260	260	260	260	260	260	260	NR	220	NR	220	NR
Salt Pack (Iodised)													
DELHI	16	16	16	16	16	16	16	16	16	17	17	17	17
MUMBAI	16	16	16	16	16	16	16	16	16	16	16	NR	NR
KOLKATA	8	8	8	8	8	8	8	8	8	9	9	9	9
CHENNAI	16	16	16	16	16	16	16	16	NR	16	17	17	NR
NR-> Not Reported													
Source : - State civil supplies Deptt													



CHAPTER – IV

ESSENTIAL COMMODITIES ACT, 1955

4.1 The Essential Commodities Act, 1955 (EC Act) was enacted to ensure the easy availability of essential commodities to consumers and to protect them from exploitation by unscrupulous traders. The Act provides for the regulation and control of production, distribution and pricing of commodities which are declared as essential for maintaining or increasing supplies or for securing their equitable distribution and availability at fair prices. Exercising powers under the Act, various Ministries/Departments of the Central Government and under the delegated powers, the State Governments/ UT Administrations have issued Control Orders for regulating production, distribution, pricing and other aspects of trading in respect of the commodities declared as essential. The enforcement/ implementation of the provisions of the Essential Commodities Act, 1955 lies with the State Governments and UT Administrations.

4.2 The commodities declared as ‘essential’

under the Essential Commodities Act, 1955 are reviewed from time to time in the light of changes in the economic situation and particularly with regard to their production and supply in consultation with the concerned Ministries/Departments administering these commodities as well as State Governments/ UT Administrations. The number of such commodities has been brought down to seven at present through periodic reviews to facilitate free trade and commerce.

4.3 The State Governments and UT Administrations being the enforcement agencies under the Act are regularly taking recourse to the Act for implementation of the provisions of the Act by taking action against the violators. The results of enforcement of the Essential Commodities Act, 1955 in the States/UTs during the year 2013 (updated as on 31.12.2013) are as under:

No. of raids conducted - 158105

No. of persons arrested - 5913



No. of persons prosecuted - 2923

No. of persons convicted - 1001

Value of goods confiscated - Rs. 55720.12

Action taken to check rise in price of Essential Commodities

4.4 In the context of unprecedented rise in prices of some essential commodities, there had been widespread concern from various corners for taking immediate steps to mitigate the rising trend of prices of essential commodities. Representations from the Chief Ministers of various States were received for restoration of powers under the Essential Commodities Act, 1955 for undertaking de-hoarding operations in view of the assumption that there is speculative holding back of stocks particularly of wheat and pulses in anticipation of further rise in prices.

4.5 Vide notification G.S.R. 104(E) dated 15th February, 2002 (Order dated 15.02.2002) the Government allowed all dealers to freely acquire, use or consume any quantity of wheat, paddy/rice, coarse grains, sugar, edible oilseeds and edible oils and shall not require a permit or licence therefore under any order issued under the Essential Commodities Act, 1955. The situation was reviewed by the

Government. The Government kept in abeyance some provisions of the central order dated 15.02.2002 to enable the State Governments/UT Administrations to take effective action for undertaking de-hoarding operations under the Essential Commodities Act, 1955 in respect of pulses, edible oils, edible oilseeds, rice and paddy. The validity of all these orders has been extended from time to time. At present stock limits are permitted for pulses, edible oils and edible oilseeds for a period up to 30.09.2014 vide Central Order dated 27.09.2013 and in respect of rice and paddy up to 30.11.2014 vide Central Order dated 29.11.2013. On 28.11.2013, the Government approved exemption of the stock meant for exports, to exporters having IEC Code issued by Directorate General of Foreign Trade (DGFT), from the purview of stock holding limits under the Essential Commodities Act, 1955 with respect to edible oilseeds, edible oils and rice. The exemption would be with the following conditions:

“If a wholesaler or retailer or dealer having Importer-Exporter Code (IEC) issued by DGFT is able to demonstrate that whole or part of his or her stocks in respect of edible oil, edible oilseeds and rice are meant for exports, then the stocks



meant for exports shall be excluded for the purpose of calculation of stock limits.”

This will help exporters benefit from economies of scale and bigger operation for optimally meeting export demands on a long-term basis.

4.6 In pursuance to all the Central Orders, all State Governments/UTs are to implement them by issuing either fresh control orders or by reviving the old control order for fixing stock limits for various categories of dealers, such as millers/producers, wholesalers and retailers, in respect of essential commodities. States/UTs have to take effective action (exercising the statutory powers vested with them under the Essential Commodities Act, 1955) and provide a copy of all such orders to the Central Government.

4.7 So far as implementation of these orders is concerned, 23 State Governments/UTs have issued orders of stock limits. 4 States have not fixed stock limits but put licensing requirement or stock declaration for some essential commodities. 5 States and 3 UTs have not reported any action on fixing of stock limits or licensing requirements. In this regard, on 27th and 28th May, 2013 Video Conferences were

held by the former Secretary (CA) with the concerned Secretaries in-charge of Food & Civil Supplies of all States/UTs which, inter alia, assured strengthening of enforcement of the provisions of EC Act and PBM Act.

4.8 During 2010 to 2013, 681963 raids were conducted, 25419 persons were arrested, 15371 persons were prosecuted and 1602 culprits were convicted in the country. During the same period goods of the value of Rs.976.79 crore were confiscated. Details are annexed.

THE PREVENTION OF BLACK-MARKETING AND MAINTENANCE OF SUPPLIES OF ESSENTIAL COMMODITIES ACT, 1980

4.9 The Prevention of Blackmarketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act) is being implemented through the State Governments/UT Administrations for prevention of illegal and unethical trade practices of blackmarketing of essential commodities. It covers all the essential commodities. The Act empowers the Central and State Government authorities as prescribed in the Act to detain persons whose activities are found to be prejudicial to the maintenance of supplies of the



commodities essential to the community in general including targeted groups under PDS. As per reports received from the State Governments/UTs, detention orders were issued against 214 persons under the Act during 01.01.2013 to 31.12.2013. During 2010 to 2013 a total of 920 detention orders were issued by only 6 State Governments. Details are annexed.

From the remaining States/UTs, the information is not available. The Central Government and the State Governments also have powers to revoke the detention orders. The Central Government has been regularly requesting the States/UTs to implement the Act effectively to contain blackmarketing.

Annexure

The total number of detentions as reported by the States Govt/Union Territories during the last three years and in the year 2013 are as under:

Name of the State	2010	2011	2012	2013
Gujarat	79	67	41	34
Tamil Nadu	120	198	187	179
Orissa	02	-	-	-
Maharashtra	02	05	03	01
Andhra Pradesh	01	-	-	-
Chhattisgarh	01	-	-	-
Total	205	270	231	214



CHAPTER – V

CONSUMER PROTECTION

5.1 CPU division of the Department is concerned with protection of consumers' rights. Consumer movement is a socio-economic movement which seeks to protect the rights of consumers in relation to the goods purchased and services availed. Government has been according high priority to better protect consumer interests. Since a well informed & consumer fully aware of his rights is a pre-requisite for effective protection of the rights of this Consumer, Department of Consumer Affairs is promoting consumer awareness and encouraging consumers' involvement through various Consumer Protection Programmes.

5.2 The main objectives of the consumer protection programme are:-

To create suitable administrative and legal mechanisms which would be within the easy reach of consumers and to interact with both Government and non-Governmental Organizations to promote and protect the welfare of the consumers.

The Consumer Protection Act, 1986 is a landmark legislation in this direction.

To involve and motivate various sections of society including consumer organizations, women and youth to participate in the programme.

To generate awareness among consumers about their rights and responsibilities, motivate them to assert their rights so as not to compromise on the quality and standards of goods and services and to seek redressal of their disputes in consumer fora, if required.

To educate the consumers as to be aware of their rights & social responsibilities.

5.3 The Consumer Protection Act, 1986

One of the most important milestones in the area of consumer protection/ consumer movement in the country has been the enactment of Consumer Protection Act, 1986. This Act was enacted to better protect the interests



of Consumer by creating an exclusive three-tier quasi-judicial consumer dispute redressal machinery at the National, State and District levels exclusively for consumers. As on date 644 District Fora, 35 State Commissions and the National Commission have been established in the country. It is one of the most progressive and comprehensive piece of legislation.

Salient features of the Act are as under:

- a) The Act enshrines six rights of consumers namely, Right to safety; Right to be informed; Right to choose; Right to be heard; Right to seek redressal & Right to consumer education.
- b) The provisions of the Act are in addition to and not in derogation of the provisions of any other law for the time being in force.
- c) It is an umbrella legislation covering goods & services, but excluding transactions not involving consumers from the purview of the Act.
- d) A consumer can seek redressal against any manufacturer and trader of goods/ service provider, so long as the goods purchased or service availed of was for a consideration.

e) The provisions of the Act are not only compensatory in nature but also preventive and punitive in character.

f) The Act provides for establishing a three-tier consumer dispute redressal machinery at the National, State and District levels commonly known as National Commission, State Commission and District Forum respectively for simple, inexpensive and speedy redressal of their complaints.

g) The Act also provides for setting up of Consumer Protection Councils at the Central, State, District level, which are advisory bodies to promote and protect the rights of the consumers.

5.4 Performance of the Consumer Fora:

As per the latest reports made available by the National Commission the average % disposal of cases in all three levels of Consumers Fora in the country is an impressive 91.10%. The total number of cases filed and disposed of in the National Commission, State Commissions and District Fora, as on 31.03.2014, since inception, are given below:-



Sl. No.	Name of Agency	Cases filed Since inception	Cases disposed of since inception	Cases Pending	% of Disposal
1.	National Commission	88166	76731	11435	87.03
2.	State Commissions	632333	540908	91425	85.54
3.	District Fora	3398031	3134189	263842	92.24
	Total	4118530	3751828	366702	91.10

i) Thirteen cities across India have been notified by the Central Govt. where the National Commission can hold its Circuit Bench sittings in addition to New Delhi where it ordinarily functions. In pursuance of these provision in the law, the National Commission has been holding Circuit Bench setting every year since 2005. During the last Circuit Bench sitting held in Jaipur in August, 2013, 29 cases have been disposed off by the National Commission.

The following plan scheme in the Department of Consumer Affairs are implemented/monitored by the CPU Division:-

Plan Schemes: The following plan schemes in the Department of Consumer Affairs are:-

5.5 CONFONET Scheme:- The scheme of ‘Computerization and Computer Networking of Consumer Fora in the

country, (CONFONET)’ was launched during the 10th Plan period in March, 2005 at a cost of Rs.48.64 crores. The Plan Scheme is implemented / monitored by the CPU Division of the Department. The scheme had been extended during 11th Plan period with a total outlay of Rs.25.69 crores. Under the scheme, the Consumer Fora at all the three tiers throughout the country were to be fully computerized to enable access of information and quicker disposal of cases. The project is being implemented by the National Informatics Centre (NIC) on a turnkey basis. The scheme has been extended during 12th Plan period with a total outlay of Rs.70 crores. During financial year 2013-14, Rs. 22 crore has been released under this scheme.

5.6 ‘Strengthening Consumer Fora’ Scheme:- The Central Government has been extending financial assistance to States/UTs for strengthening the infrastructure of consumer fora so that minimum level of facilities are made available at each consumer forum, which are required for their effective functioning. Infrastructural Facilities being provided under the scheme, include construction of new building of the consumer



fora, carrying out addition/alteration/renovation of existing buildings and grant for acquiring non-building assets such as furniture, office equipment etc. Under the plan Scheme 'Strengthening Consumer Fora (SCF) Phase –II' during financial year 2013-14, an amount of Rs.1904.30 lakh has been released to 11 State Governments, namely, Arunachal Pradesh (Rs.335.00 lakh), Bihar (Rs. 502.78 lakh), Chhattisgarh (Rs.200.00 lakh), Haryana (Rs. 53.20 lakh), Himachal Pradesh (Rs. 52.57 lakh), Kerala (Rs.112.96 lakh), Meghalaya (Rs.82.81 lakh), Mizoram (Rs.20.00 lakh), Nagaland (Rs.200.00 lakh), Tamil Nadu (Rs.300.00 lakh) and West Bengal (Rs.45 lakh).

5.7 The Strengthening Consumer Fora (SCF) scheme has been extended during 12th Plan period with a total outlay of Rs.143.95 crore. The scheme has a sub-component named as "Consumer Counseling and Mediation (CCM)".

5.8 State Consumer Helpline: Under this scheme State Consumer Help lines are being set up by State Governments with the objective to encourage Alternate Consumer Disputes Redressal mechanism at State level and help in resolving cases through Mediation cell. These State Help lines are being networked with the Nodal

Portal set up at IIPA under the Centre of Excellence for Consumer Protection. Under this scheme State Governments are being provided one time non-recurring grant for establishing the State Helpline and recurring grant for five years for smoothly running the State Consumer Helpline. It is the responsibility of State Government to run the Helpline later on. This scheme has been extended during 12th Plan period with a total outlay of Rs.18crore. So far 29 States/UTs have been sanctioned funds under this scheme. During financial year 2013-14, Rs.1.49 crore has been released to 8 State governments. Statement of Cases filed/disposed of/pending in National Commission, State Commission and District Fora is at Annexure-I & II.

5.9 While Government has enacted the Consumer Protection Act, 1986 with the objective of simple, quick and affordable delivery of justice to the consumers through its three tier consumer redressal mechanism at National, State and District level, serious challenge facing the Government today is that the objective of quick, affordable and simple justice is eluding. Government is mulling amendment to the Consumer Protection Act to address the problem so that the pious objective espoused by the Government could be achieved



Annexure-I

**Statement of Cases Filed / Disposed of / Pending in
the National Commission and State Commissions**

(Update on 31.03.2014)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
	National Commission	88166	76731	11435	87.03	31.03.2014
1	Andhra Pradesh	30404	29087	1317	95.67	28.02.2014
2	A & N Islands	42	38	4	90.48	31.01.2008
3	Arunachal Pradesh	68	66	2	97.06	31.01.2014
4	Assam	2653	2293	360	86.43	28.02.2014
5	Bihar	17332	12087	5245	69.74	31.12.2013
6	Chandigarh	13032	12912	120	99.08	31.12.2013
7	Chattisgarh	9379	8697	682	92.73	28.02.2014
8	Daman & Diu and DNH	25	20	5	80.00	31.03.2011
9	Delhi	37005	34363	2642	92.86	28.02.2014
10	Goa	2486	2441	45	98.19	28.02.2014
11	Gujarat	47867	43953	3914	91.82	28.02.2014
12	Haryana	43999	43644	355	99.19	28.02.2014
13	Himachal Pradesh	8381	8134	247	97.05	28.02.2014
14	Jammu & Kashmir	6727	6170	557	91.72	31.03.2013
15	Jharkhand	5271	4774	497	90.57	31.12.2013
16	Karnataka	46699	42847	3852	91.75	28.02.2014
17	Kerala	26815	25160	1655	93.83	28.02.2014
18	Lakshadweep	18	16	2	88.89	28.02.2014
19	Madhya Pradesh	44813	38835	5978	86.66	28.02.2014
20	Maharashtra	58904	45091	13813	76.55	30.06.2013
21	Manipur	139	96	43	69.06	30.09.2008
22	Meghalaya	262	175	87	66.79	31.10.2012
23	Mizoram	207	201	6	97.10	31.12.2013
24	Nagaland	25	6	19	24.00	31.12.2011
25	Odisha	22360	16036	6324	71.72	30.09.2013
26	Puducherry	975	955	20	97.95	31.01.2014
27	Punjab	30377	24737	5640	81.43	30.06.2013
28	Rajasthan	54042	49413	4629	91.43	31.01.2014
29	Sikkim	42	41	1	97.62	31.12.2012
30	Tamil Nadu	25212	22866	2346	90.69	31.01.2014
31	Tripura	1559	1456	103	93.39	28.02.2014
32	Uttar Pradesh	70955	43262	27693	60.97	31.01.2014
33	Uttarakhand	5034	4110	924	81.64	31.01.2014
34	West Bengal	19224	16926	2298	88.05	30.06.2013
	TOTAL	632333	540908	91425	85.54	

**Annexure-II****Statement of Cases filed/disposed of/pending in District Fora**

(Update on 31.03.2014)

Sl. No.	Name of State	Cases filed since inception	Cases disposed of since inception	Cases Pending	% of Disposal	As On
1	Andhra Pradesh	196628	190457	6171	96.86	28.02.2014
2	A & N Islands	330	301	29	91.21	31.03.2006
3	Arunachal Pradesh	408	348	60	85.29	31.01.2014
4	Assam	13704	11976	1728	87.39	31.08.2010
5	Bihar	94345	81161	13184	86.03	31.12.2013
6	Chandigarh	48859	47686	1173	97.60	31.12.2013
7	Chattisgarh	39209	36110	3099	92.10	28.02.2014
8	Daman & Diu and DNH	162	144	18	88.89	31.03.2011
9	Delhi	249505	234740	14765	94.08	31.12.2012
10	Goa	6617	6158	459	93.06	28.02.2014
11	Gujarat	183958	172909	11049	93.99	28.02.2014
12	Haryana	229221	215053	14168	93.82	28.02.2014
13	Himachal Pradesh	59217	56154	3063	94.83	31.01.2014
14	Jammu & Kashmir	20792	18855	1937	90.68	31.12.2007
15	Jharkhand	35437	31628	3809	89.25	30.11.2013
16	Karnataka	164258	157606	6652	95.95	28.02.2014
17	Kerala	187739	178721	9018	95.20	28.02.2014
18	Lakshadweep	77	65	12	84.42	28.02.2014
19	Madhya Pradesh	195980	181727	14253	92.73	28.02.2014
20	Maharashtra	265476	241398	24078	90.93	30.06.2013
21	Manipur	1037	1012	25	97.59	30.09.2008
22	Meghalaya	847	750	97	88.55	31.10.2012
23	Mizoram	3466	2819	647	81.33	31.12.2010
24	Nagaland	290	266	24	91.72	31.12.2011
25	Odisha	96218	88912	7306	92.41	30.09.2013
26	Puducherry	2983	2743	240	91.95	28.02.2014
27	Punjab	158946	153479	5467	96.56	30.06.2013
28	Rajasthan	310192	279489	30703	90.10	31.01.2014
29	Sikkim	296	280	16	94.59	31.12.2012
30	Tamil Nadu	106274	99768	6506	93.88	31.01.2014
31	Tripura	3018	2904	114	96.22	28.02.2014
32	Uttar Pradesh	595574	519542	76032	87.23	31.01.2014
33	Uttarakhand	36357	33765	2592	92.87	28.02.2014
34	West Bengal	90611	85263	5348	94.10	30.06.2013
	TOTAL	3398031	3134189	263842	92.24	



CONSUMER WELFARE FUND

Presently the following schemes are being administered from Consumer Welfare Fund.

5.10 Setting up of consumer product testing laboratories.

Under this scheme following projects have been sanctioned:

a) A project for Comparative Testing of Products and Services has been sanctioned to VOICE Society, New Delhi. The focus of the project is as under:

- Utilising existing NABL accredited laboratories in India for Comparative Testing of various categories of products
- Publishing and popularizing consumer magazine containing consumer related subject to create informed consumers.
- To facilitate in developing & up gradation of National Standards based on scientific data and consumer preferences.

This project was sanctioned for 2 years at a cost of Rs. 225.50 lakh. Under this project, 10 products and 2 services

were tested during each year. A test report on 20 products and 4 services has since been published. An interim grant of Rs. 76.76 lakh has been sanctioned to the VOICE Society for testing 6 products and one service.

The second phase of the project started from November 2010 at a cost of Rs. 2.70 Crore for 3 years. The society has conducted comparative testing of 16 products and 3 services/per year. The test results have been published.

b) CONCERT was granted an amount of Rs. 557.89 lakh for 3 years for Comparative Testing of Products and Service. Under the project CONCERT will undertake comparative testing/evaluation of at least 7 products and 3 services per year.

5.11 Setting up of Consumer Clubs in School/Colleges.

This scheme was launched in 2002, according to which a Consumer club can be set up in each Middle/High/Higher Secondary School/College affiliated to a Government recognised Board or University. A grant of Rs.10,000/- per consumer club is admissible under the scheme. This scheme has been decentralized and transferred to the



Government of States/UTs w. e. f. from 01.04.2004. Proposal can be submitted under the scheme to the Nodal Officer in the Food, PD & Consumer Affairs Department of respective States/UTs by eligible organisations/Voluntary Consumer Organisations (VCOs). Funds are transferred to the Nodal Officer in the State on receipt of the list of schools from the States. An amount of Rs.115 lakh was released in 2008-09, Rs.105 lakhs in 2009-2010, Rs.10 lakh in 2010-11, Rs. 37 lakh in 2011-12 and Rs. 50 lakh during 2012-13. So far, 7749 consumer clubs have been sanctioned in 23 States/UTs. The remaining States/UTs have been vigorously pursued to implement the scheme.

5.12 Scheme on promoting involvement of Research Institutions/Universities/Colleges etc.

This scheme has been launched in 2004 with a view to sponsoring research and evaluation studies in the field of consumer welfare to provide solution to the practical problems being faced by the consumers, to sponsor seminars / workshops / conferences on the consumer and to have necessary inputs for formulation of policy/

programme/scheme for the protection and welfare of consumers. Indian Institute of Public Administration has been appointed as consultant under the scheme to the Department of Consumer Affairs. A total grant of Rs. 381 lakh was sanctioned to IIPA during the 1st phase and second phase of the project has been sanctioned in 2009 for 3 years at a cost of Rs. 2.98 Crore.

5.13 Creation of Chair/Centres of excellence in Institutions/Universities.

a) A chair on Consumer Law and Practice sanctioned in 2007-08 to National Law School of India University (NLSUI), Bangalore at a cost of Rs. 90,00,000/-. The objective of the Chair is to act as a “Think Tank” for the research and policy related issues on Consumer Law and practice.

b) A centre of consumer studies was also sanctioned in 2007-08 to IIPA, New Delhi at an estimated cost of Rs. 850.77 lakh spread over a period of five year for in-depth research in the areas of consumer protection, training of personnel engaged in administration and adjudication of consumer justice in the country, elected representative of the local bodies etc. An amount of Rs.1.82 crore has been released for setting up and running a Centre for



Consumer Studies in IIPA.

c) An amount of Rs. 94.45 lakh has been sanctioned to National Law Institute University, (NLIU) Bhopal for establishing chair professorship in Consumer Protection and Consumer Welfare. Out of Rs. 94.45 lakh (in three instalments for a period of 5 years) an amount of Rs. 39.37 Lakh has been released.

d) Grants-in-aid of an amount Rs. 15 lakh has been released to NLIU, Bangalore for carrying out additional activities by the Chair/Centre and Consumer Law and practices.

e) The Tamil Nadu Dr. Ambedkar Law University, Chennai has been sanctioned an amount of Rs. 94.45 Lakh for creating Chair of Excellence of Consumer Law and Jurisprudence.

f) Administrative Staff College of India (ASCI), Hyderabad has been sanctioned an amount of Rs.1.50 Crore for setting up of the Centre for Rural Consumer Studies.

5.14 Information, Education and Communication programmes for consumer awareness.

VCOs/NGOs are provided financial assistance under this scheme to spread Consumer awareness & responsibilities. The following are some of the important projects administered:

(a) M/s Consumer Unity and Trust Society(CUTS), Jaipur (i) has been sanctioned an amount of Rs. 62.32 lakh for grassroots reach out and networking in India through Consumer Action in 12 districts of Rajasthan. (ii) An amount of Rs. 90 lakh has been sanctioned to CUTS for their project ‘Indian Consumer in the New Age’ and to address the common concern of ‘Common Man in 4 States viz. Tripura, Jharkhand, Karnataka and Haryana.’

(b) M/s Mounda Dhunpur Kalyan Samiti has been granted an amount of Rs. 45 lakh for undertaking consumer welfare activities in 2 districts of Kumaon region of Uttarakhand State.

c) A project has been sanctioned to M/s BINTY, New Delhi for consumer education and awareness among visually impaired persons by distributing consumer protection Act in Braille as well as CD format to all district forums and state commissions for the country and to blind association institutes.

d) A project has been sanctioned to M/s Gowthami Foundation, Prakasam District, Andhra Pradesh for spreading Consumer Education and Empowerment initiative in rural and tribal villages of Andhra Pradesh at a cost of Rs.1 Crore.



e) M/s Ayolta Human Resource Society, Orangkong Village, Longleng, Nagaland has been sanctioned Rs. 49.50 lakh for three years for consumer awareness programme out of which Department's contribution will be Rs. 45.00 lakh. An amount of Rs. 15.00 lakh has already released.

f) A project has been sanctioned to M/s Association for Development of Society, Kohima, Nagaland for Consumer Awareness Programme at a cost of Rs. 16.50 lakh.

g) M/s Nari Mangal Mahila Samity, District Puri, Orissa has been sanctioned Rs.16.50 lakhs for Consumer Awareness Programme in Odisha.

i) An amount of Rs. 22,50,0000/- has been sanctioned to Kerala State Cooperative Consumer Federation Ltd. (CONSUMERFED), Kochi for procurement of 10 Mobile Triveni Stores in 10 Districts of Kerala and 2 Floating Triveni Stores in isolated areas surrounded with water, for strengthening the distribution of Consumer article and for consumer awareness campaign.

5.15 Training Programmes:

a) Two projects for training programmes

have been sanctioned to Govt. of Tamil Nadu.

Project for conducting training programmes in the field of consumer protection for the benefits of Self Help Groups and consumers in 31 district of Tamil Nadu at a total cost of Rs. 69.91 lakh.

Proposal for orientation-cum-training programme for State Govt officials and other stakeholders of consumer rights for a period of 2 years at a total cost of Rs. 21.84 lakh.

b) A project proposal for organizing workshop-cum-training programme for housewives for on the spot test to detect common adulterants in foods in eight district of Chennai in Tamil Nadu at cost of Rs. 29.74 lakh was sanctioned to CONCERT, Chennai. The second phase of the project has been evaluated through IIPA and the 3rd phase of the project will be started soon.

c) Administrative Staff College of India (ASCI) Hyderabad was sanctioned an amount of Rs. 10 lakh for conducting training programme for officials and members of Consumer Dispute Redressal Bodies.



5.16 Corpus Fund:

In order to promote consumer movement throughout the country, the State Governments and Union Territory Administrations have been impressed upon to create their own consumer welfare fund. For strengthening financial support seed money is provided to States/UTs at the ratio of 50:50. This ratio has been further enhanced to 90:10 in the case of 13 special categories of States. The scheme has been enhanced with a big amount of Rs. 10 Crore as Corpus Fund by the Central Government with Central Share in the ratio of 75:25 (Centre: State). In case of special category States, the ratio will be 90:10 (Centre: State). The Scheme was implemented in Madhya Pradesh, Tamil Nadu, Kerala, West Bengal and Sikkim. A part payment has also been released to State of Bihar, Odisha, Nagaland, Andhra Pradesh, and Karnataka under this scheme.

8. Guideline for Consumer Welfare Funds are undergoing revision with a view to making it more focussed programmatically, thematically and area-wise. Final Guideline would be available shortly on Department's website: www.consumeraffairs.nic.in

CONSUMER COOPERATIVES

5.17 Consumer cooperatives have been playing a role in the distribution of essential consumer items at fair prices especially in the slum clusters in cities, remote villages as well as in inaccessible and hilly areas. The objective of consumer cooperatives has been to eliminate the middleman and to provide daily needs to consumers at reasonable prices. Consumer cooperatives have received support from the Government, as they help to check rise in prices of consumer goods. Consumer Cooperatives have a four-tier structure comprising primary stores, wholesale/Central stores, State Consumer Cooperative Federations and the National Consumer Cooperative Federation.

5.18 National Cooperative Consumers' Federation of India Ltd. (NCCF)

(i) The national level Consumer Cooperative Federation was set up on 16th October 1965 and is administered under the Multi State Cooperative Societies Act. The affairs of NCCF are managed by a Board of Directors, comprising both elected and nominated members as per the provisions of the Bye-laws of the NCCF.



The commercial operations of NCCF are handled at the headquarters at New Delhi and through its 26 Branches/sub-branches located in the State Capitals and other important centres in the country. The NCCF also runs three Industrial Units at Bhiwani (Haryana), Mohali,(Punjab) and Noida (U.P).

(ii) The total paid up share capital of NCCF as on 31.03.2013 was Rs.12.63 crores. This amount had been contributed by the members, out of which the contribution of the Government of India is Rs. 9.48 crores only. The Govt. of India now holds about 75% of the total paid up share capital in the NCCF.

(iii) NCCF provides linkage between the producers/manufacturers and the wholesalers/retailers and the consumers. It is primarily engaged in the wholesale distributive trade. It is involved in procurement and marketing of various consumer goods like pulses of different varieties, food grains, textiles, tea and other manufactured items in bulk. It has also made arrangements for supply of items like different varieties of pulses, iodized salt, tea in consumer packs, toilet soap, detergent powder etc. all over the country.

(iv) The details of the turnover of NCCF as also the profitability during the last three years were as under:

Category	(Rs. In crores)		
	2011-12 (Audited)	2012-13 (Audited)	2013-14 (Tentative) (upto 31.12.13)
Sales	847.44	1128.08	750.41
Gross Margin	16.88	21.02	13.04
Other Receipts	11.82	12.48	8.17
Net Profit/(Loss)	3.62	5.34	2.26

(v) The sales turnover achieved by the NCCF during the year 2013-14 (Upto 31.12.2013) was Rs. 750.41 crores. The bulk of the sales related to supply of grocery & general merchandise items. The sales of foreign trade through Associate Shippers were to the tune of Rs. 310.96 crores. NCCF earned a net profit of Rs.2.26 crores during the year 2013 -14.

5.19 CONSUMER GRIEVANCE REDRESSAL CELL (CGRC)

The Department has been receiving



a large number of complaints from consumers relating to defective products and deficiency in services. Consumer Grievance Redressal Cell (CGRC) in Department provides services for redressal of the complaints of the Consumers. The Cell takes pro-active action to redress the consumers by taking up the matters with the service providers, manufacturers, concerned central/state Govt. Departments etc. These complaints are forwarded

for Redressal through CORE Centre, an online disputes redressal system set up by the Department. During the year 2012-13, this Division has received around 1322 grievance complaints. Against these receipts 1210 have been resolved satisfactorily and the remaining referred to the Core Centre and different Ministries concerned for taking further action at their end.



Sayani Ravi says...

**Check Expiry date,
MRP* and net wt.
before buying
any product.**



JAGO GRAHAK JAGO

JAGO GRAHAK JAGO

based in Public Interest by

**Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India
Krishi Bhawan, New Delhi- 110 001 Website : www.fcamin.nic.in**

National Consumer Helpline No. 1800-11-4000 (Toll Free from BSNL/MTNL)
011-27006500 (12 Lines) (Normal call charges apply) or by sending an SMS to 8800939717 from your mobile.
To file online complaint, log on to: www.core.nic.in or call toll - free No. 18001804566

*** MRP - Maximum Retail Price**

For filing of complaints, consumers can call:



CHAPTER – VI

PUBLICITY CAMPAIGN FOR CREATING CONSUMER AWARENESS

‘JAGO GRAHAK JAGO’ – AN INITIATIVE TOWARDS CONSUMER EDUCATION AND AWARENESS

6.1 An enlightened consumer is an empowered consumer. An aware consumer not only protects himself from exploitation but induces efficiency, transparency and accountability in the entire manufacturing and services sector. Realising the importance of consumer awareness, Government has accorded top priority to ‘Consumer Education, Consumer Protection and Consumer Awareness. India is a country, which has taken a lead in introducing progressive legislation for consumer protection. The most important milestone in Consumer Movement in the country has been the enactment of the Consumer Protection Act, 1986. The Act applies to all goods and services unless specifically exempted by the Central Government, in all sectors whether Private, Public or Co-operative.

Consumer Awareness Scheme in the XI Plan

6.2 In a big country like India, given the scenario of economic disparity and level of education and ignorance, educating the consumers remains a gigantic task. Government has taken up a number of activities and schemes in creating consumer awareness in the country as part of the Consumer Awareness Scheme.

6.3 The 11th Plan has seen a significant ramp up of budgetary support for consumer awareness and protection. In the 11th Five Year Plan the total allocation has been significantly revised upwards to Rs.409 crores.

6.4 The slogan ‘Jago Grahak Jago’ has now become a household name as a result of publicity campaign undertaken in the last 4 years. Through increased thrust on consumer awareness in the XI Five Year Plan, Government has endeavoured to inform the common man of his rights as a consumer. As part of the consumer awareness scheme, the rural and remote areas have been given top priority.



6.5 The campaign has used all possible medium that may be required to reach out to consumers in a vast country like as India. This is summarised below:

1. PUBLICITY THROUGH DOORARSHAN

Doordarshan has a significant terrestrial reach. It has been the biggest vehicle of campaign under Jago Grahak Jago since it enables the Department to reach out to the focus areas in the rural and remote parts of the country.

2. PUBLICITY THROUGH AIR

All India Radio provides a unique dimension of having access to almost 99% population and on account of easy portability of radio sets the medium provides an effective platform for reaching out to the migrant population and construction worker as well as labourers and farmers who often carry radio sets with them while they work in the field / construction sites.

3. PUBLICITY THROUGH FM STATIONS

FM has shown a rapid growth in the past decade. As increasing number of consumers spend substantial part of their time on commuting, FM as a medium of publicity has shown tremendous growth.

Therefore, FM Stations of AIR as well as private FM Stations empanelled by DAVP have been suitably utilized as part of the publicity campaign under 'Jago Grahak Jago'.

4. PUBLICITY THROUGH PRINT MEDIA USING NEWSPAPER ADVERTISEMENTS:

Advertisements have been released through DAVP in national dailies as well as regional newspapers in local languages in accordance with the new advertisement policy of the DAVP. Each advertisement has been released through a network of more than 300 newspapers throughout the length and breadth of the country. Leading DAVP empanelled magazines have also been used for the publicity.

5. PUBLICITY THROUGH ELECTRONIC MEDIUM BY TELECAST OF VIDEO SPOTS:

The Department has got produced video spots of 30 and 40 seconds duration on various consumer related issues such as provisions of Consumer Protection Act, Banking Services, Medicines, Travel Services, Grievance Redressal system, MRP, ISI, Hall-Mark etc., which are being telecast through Doordarshan and Satellite channels such as Sony, Star



Plus, Zee News, Star News, Doordarshan National Network, Kalyani programme of DD-I, Krishi Darshan, Regional channels such as sun network, ETV Network, ZEE TV network, Discovery, Sahara Network and other popular satellite channels. Special programmes have been telecast on Lok Sabha TV also to highlight the issues relating to consumer awareness. Issues pertaining to rural and remote areas have been given prominence in various advertisement spots.

6. TELECAST OF VIDEO SPOTS IN NORTH EASTERN STATES:

To ensure that the message reaches out in the local language through Doordarshan Kendras of North Eastern States, the audio as well as video spots were got produced in the local languages specific to North-Eastern region such as Assamese, Khasi, Garo, Mizo, Manipuri, Naga, TRAI recommendation, Credit Cards, Real Estate issue etc. The AIR Kendras in north eastern region, private FM channels in the NE regions and the newspapers having editions in NE regions are being utilised for taking the campaign to north east. Special campaign has been carried out through the newspapers in the NE region.

7. MEGHDOOT POSTCARDS:

The Department in consultation with Department of Post has disseminated consumer awareness messages through Meghdoot Post cards to reach the far-flung rural areas including North Eastern States.

The Department has entered into a tie-up with Department of Post under which posters carrying messages pertaining to consumer awareness have been displayed in 1,55,000 rural Post Offices and more than 25,651 urban Post Offices in the country.

8. USE OF SPORTS EVENTS:

In order to reach the maximum number of consumers, the Department has telecast video spots containing consumer related information during various popular sports events, particularly during the Cricket Series where the audience interest is maximum.

9. USE OF INTERNET TO GENERATE CONSUMER AWARENESS

We are a young country with more than 70% population under 35 years of age. The youngsters are using internet in a big



way for various purposes and also happen to be the major consumers. Realizing this, a major initiative is being taken to spread consumer awareness through the internet medium. All the print advertisements of the Department were also uploaded on the website of the Ministry i.e. www.fcamin.nic.in

10. PUBLICITY THROUGH OUTDOOR MEDIUM

To reach out to consumers in a vast country like India outdoor publicity has to be an integral part of any Multi Media Publicity Campaign. The media available through DAVP such as banners, hoardings, unipoles, metro panels, bus panels, railway tickets, reservation charts, Tirupati Access Cards, LCD Screens in Railway stations and Airports, neon sign boards in Railway Stations and Airports etc. were all suitably utilized for the publicity campaign.

11. PUBLICITY THROUGH CONVENTIONAL MEDIUM

The campaign on consumer awareness has to necessarily focus on the youngsters as a target group. The Department also participated in exhibitions / Trade Fairs through stalls all over the country so that the large

number of visitors that came to see these exhibitions / trade fairs could be utilized as a medium of communication. Publicity material in the form of pamphlets was also distributed through these stalls.

12. INTERACTIVE SERIAL “JAGO GRAHAK JAGO”

In the 11th Five Year Plan a new initiative was also taken through interactive TV Serial ‘Jago Grahak Jago’ for reaching out to North-Eastern Region and an interactive Radio Serial ‘Jago Grahak Jago’ through the vast network of All India Radio was also started. As part of the these serials, listeners were advised to send their queries to the National Consumer Helpline through e-mail specially designed for receiving queries of the listeners. These queries were also included as part of the subsequent episodes in the programme and expert advices were also incorporated in the programmes.

13. FOCUS AREAS ON CONSUMER AWARENESS

The significant achievement of the 11th Plan had been to broadbase the publicity campaign. The Department started with publicity on Core subjects / issues which were within the administration jurisdiction



of the Department such as awareness on Consumer Protection Act, Grievances Redressal mechanism, Standardisation (ISI, Hall Mark etc.), Weights & Measures, Comparative Testing etc.

The print advertisements and Ad spots for the electronic media have focussed on such areas that are of interest to a large section of the society. Some of the examples are placed below:-

- Issues relating to MRP wherein consumers have been educated about the concept of MRP and related issues.
- Awareness and education about standardisation and different standards brought about by the Government Departments such as ISI Hallmark, Agmark etc.
- Education and awareness about the various provisions of weights and measures.
- Issues in education sector where awareness about the source through which degrees/validity of courses and recommendation status of different institutions has been given through print advertisements and Ad spots.

- Issues concerning banking sector to educate consumers about their rights to different services provided by the banking sector as well as the related areas of insurance sector and credit cards.
- Education and awareness about the 3-tier grievance redressal mechanism.
- Education and awareness about how to file a complaint, where to file a complaint and the format of the complaint letter etc.
- Issues relating to Tourism sector to make aware tourists about the precautions to be taken while dealing with travel agents.
- Awareness and education about misleading advertisements.

In totality, efforts have been made to target all the major sectors where consumers faced problems and the Department has adopted an active approach to react immediately in case there is any advertisement in any of these sectors that directly affects consumers rights.

14. JOINT PUBLICITY CAMPAIGNS:

The Department has substantially taken up the issues of consumer interests



that pertain to other Government Departments / Ministries / Regulating authorities such as Telecommunication (TRAI), Banking (RBI and Indian Banks Association), Insurance (Insurance Regulatory Development Authority), Financial Services (Department of Financial Services, Ministry of Finance), Medicines (National Pharmaceutical Product Authority, Department of Pharmaceuticals), Real Estate (Ministry of Housing and Poverty Alleviation), Travel Services (Ministry of Railways, Ministry of Civil Aviation, Ministry of Tourism), Energy Saving (Bureau of Energy Efficiency), Financial inclusion (Indian Banks Association), Census (Registrar General of India), Aadhaar Numbers (UIDAI) and so on.

15. SPECIAL SCHEME ON ASSISTANCE TO STATE GOVERNMENTS/UTS:

Considering the fact that active involvement of State Governments in awareness campaign is crucial in taking forward the movement to rural, remote and backward areas, State/UT Governments have been actively associated in expanding the area of consumer awareness. In fact the effectiveness of the scheme is enhanced by the involvement of States/UTs/Panchayati Raj Institutions (PRIs).

The provision for grant in-aid/support to States/UTs has been one of the key components of the Consumer awareness scheme.

The Department of Consumer Affairs provided publicity material such as posters, audio, video, folders, calendars, and magazines etc. to the State Governments/UTs for distribution through panchayats in the rural areas.

16. NATIONAL CONSUMER HELPLINE:

The Department has launched National Help Line and the Toll Free Number 1800-11-4000 which is being operated by Delhi University for counselling the Consumers to redress their grievances. The timing of toll free number facility is available to consumers from 9-30 A.M. to 5-30 P.M. on all the working days (Monday—Saturday) The helpline also operates the Number 011-27662955-58 on which normal call charges apply. Through various advertisements pertaining to Department of Consumer Awareness adequate publicity has been given to National Helpline so that the affected consumers could seek guidelines/counselling through the national helpline.

Majority of complaints received at Helpline are found to be related to sector



like telecom products, financial services etc.

The publicity around National Consumer Helpline has been increased comprehensively through both the print and electronic media. This has resulted in a significant increase in the number of calls being handled by the National Consumer Helpline. The average number of calls being handled by National Consumer Helpline ranged from 4000 to 7000 till February, 2011. Since then it has consistently remained about 10,000 per month which shows the increasing level of Consumer Awareness.

17. CONSUMER ONLINE RESEARCH AND EMPOWERMENT (CORE) CENTRE:

A Consumer Online Research and Empowerment (CORE) Center has been set up in collaboration with Consumer Coordination Council (CCC), a federation of NGOs. The CORE Centre is intended to

provide the most scientific and effective system of collection and dissemination of consumer related information to generate consumer awareness and empowerment of all sections of the society. CORE deals with all complaints received online or otherwise and try to resolve them.

18. THE FUTURE ROADMAP

The massive multi media publicity to educate consumers and make them aware about their rights will have a long lasting impact not only on the end consumers but also on the entire manufacturing and services sector. The scheme will go a long way in introducing greater accountability and transparency in the services provided by the public as well as private sector since the end user i.e. a consumer will be educated and aware enough to ask for best possible services in return of his hard earned money. 'Jago Grahak Jago' is thus an initiative which empowers consumers by making them aware about their rights as well as the Grievance Redressal Mechanism.



Sayani Rani says.....

You purchase medicines for your health & well-being, not for harming you!

Do's and Don'ts

- Do not pay more than the MRP.
- MRP includes all taxes.
- Insist on a cash memo.
- Avoid self medication. Buy Medicines only on the advice of your doctor, except OTC Medicines.
- Do not purchase or consume a medicine, after its expiry date.
- Report any reaction or lack of efficacy promptly to your doctor.
- Keep all medicines out of reach of children.

For filing of complaints, consumers can call:

National Consumer Helpline No. 1800-11-4000 (Toll Free from BSNL/MTNL)

011-27006500 (12 Lines) (Normal call charges apply) or by sending an SMS to 8800939717 from your mobile.

To file online complaint, log on to: www.core.nic.in or call toll - free No. 18001804566

Issued in Public Interest by:

Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India
Krishi Bhawan, New Delhi- 110 001 Website : www.fcamin.nic.in



CHAPTER – VII

INTERNAL TRADE

Internal Trade Division under the Department of Consumer Affairs, headed by the Senior Economic Adviser, a Deputy Secretary and an Under Secretary is primarily responsible for all matters relating to the Internal Trade in the country. Besides this it also administered the Emblems & Names (PIU) Act 1950.

7. Internal Trade

7.1 Under Constitution of India, the subject of Internal Trade and Inter-State trade falls in List II of the VIIth Schedule and internal trade is being administered by the respective States/UTs. The Central Government does not have any independent policy on retail/internal trading as the retailers/traders are required to register their shops with the concerned authorities in various States. There is no restriction on the entry of the big corporate houses and other domestic investors into the retail sector. State Governments provide the requisite facilities and support to the retailers in line with their policies.

7.2 There has been demand from the companies dealing with Referral Marketing System/Multi Level Marketing system for framing of specific legislation for creating

effective mechanism and infrastructure for implementing Laws/Regulations/Rules/Scheme relating to Referral Marketing System /Multi Level Marketing System. The Department is of the view that there are adequate provisions for regulating the sale of goods including their sale by direct method in the Sale of Goods Act, 1930 and Indian Contracts Act, 1872. The Consumer Protection Act, 1986 and the Prize Chits and Money Circulation Scheme(Banning) Act, 1978 also further seek to promote and protect the rights of consumers.

7.3 The Department related Parliamentary Standing Committee on Commerce in its Ninetieth Report on Foreign and Domestic Investment in Retail Sector submitted during the month of May, 2009 has made various recommendations.

The Committee has inter-alia recommended to establish a National Commission, to study the problems of the retail sector, setting up of a Retail Regulatory Authority, to relocate or re-employ the people dislocated due to opening up of big malls in the vicinity of their shops, and that the National Shopping Mall Regulation Act could be



enacted to regulate the entire retail sector, both in fiscal and social aspects.

The recommendations relating to Foreign Investment in Retail Sector are being examined in the Department of Industrial Policy and Promotion, Ministry of Commerce and the same relating to Domestic Investment in Retail Sector are being examined in this Department. As per the advice of the Committee, the views of the State Governments have been called on the issue of formulation of model central law to regulate the entire retail sector, both in fiscal and social aspects.

7.4. Administration of Emblems and Names (Prevention of Improper Use) Act, 1950.

The General Assembly of the United Nations Organization recommended in 1946 that members of the United Nations should take necessary legislative or other appropriate measures to prevent the use of the emblem, the official seal and the name of the United Nations and of the abbreviations of that name for commercial purpose without proper authority. A similar recommendation was also received from the World Health Organization for prevention of the use of its name, emblem and official seal. Instances had also come to the light of the use in India (and abroad) of the Indian National flag and emblem and of the names or pictorial representation

of Mahatma Gandhi and other national leaders, for commercial and trade purposes and in a manner likely to offend the sentiments of the people. Keeping in view the above, the Emblems and Names (PIU) Act was enacted during the year 1950. The idea behind enactment of the Act is only to prevent the improper use of certain emblems and names for professional and commercial purposes. There is a Schedule attached to the Emblems and Names (PIU) Act, 1950 having 27 entries which are prohibited for use without previous permission of the Central Government.

7.5 The Competent Authority viz. Registrar of Societies/Companies etc. in the respective States/UTs registers the name of the Society/Association. However, if any question arises before a competent authority whether any emblem is an emblem specified in the Schedule or a colourable imitation thereof, the competent authority may refer the question to the Central Government, and the decision of the Central Government thereon shall be final.

7.6 The division receives large number of references for allowing use of emblems & names specified in the schedule. Permission for use of such emblems & names is accorded only after obtaining approval of Secretary (CA). During the period from 1.4.2013 to 31.12.2013 permission for around 63 names were granted.



CHAPTER – VIII

BUREAU OF INDIAN STANDARDS

(A) GENERAL

8.1 The Bureau of Indian Standards, the National Standards Body of India became functional as a statutory body under the Bureau of Indian Standards Act, 1986 with effect from 01 April 1987 taking over staff, assets and liabilities of Indian Standards Institution established in 1947. The Bureau is successfully promoting and nurturing the standardization movement in the country. During the period April 2013 - March 2014, BIS has made all-round progress in its key activities relating to standardization and certification (Product and Management Systems Certification).

(B) STANDARDS FORMULATION

8.2 BIS is formulating need-based Indian Standards in-line with the national priorities as a time bound programme. The Bureau has taken a decision to harmonize national standards with international standards, wherever feasible, in order to facilitate adoption of international standards by all segments of business and industry.

The progress on activities relating to formulation of Indian Standards is as under:

Sl. no.	Activities	Performance	
		2012-13	2013-14
1.	New and revised standards formulated	437	547
2.	Standards in force	18965	19199
3.	Standards Reviewed	3734	4436

During April 2013 - March 2014, BIS hosted the following international meetings:

a) **ISO/TC69/SC4/WGs Application of Statistical Methods in Process Management**

BIS hosted the 2014 interim meetings of the Working Groups of ISO/TC 69/SC 4 Applications of Statistical Methods in Process Management at India Habitat Centre, New Delhi during 13-16 January 2014. During this period, meetings of 3 working groups namely, WG 10, 11 & 12 were held, which was attended



by 15 delegates. The subjects relating to Control Charts, Statistical Process Control and Process Capability & Performance Measures were discussed.

India through BIS has taken Project leadership for the preparation of two International Standards namely ISO 7870-5 'Control Charts – Part 5: Specialized control charts' and ISO 7870-6 'Control charts – Part 6: EWMA control charts'.

b) ISO/PC 259/WGs

ISO Project Committee ISO/PC 259 has been set up for development of an International Standard on "Outsourcing" (ISO 37500). This International Standard is intended to provide guidance on Outsourcing covering the entire Life Cycle and providing a description of the definitions, concepts, and processes that are considered to be good practices. India is a P-member on ISO/PC 259 and India also holds the Convenership for the Working Group 1 on 'Core – Life Cycle and Processes' of this International Project Committee.

BIS hosted the meeting of this working group ISO PC 259/WG1 during 25 – 27 February 2014 at New Delhi. The meeting was attended by 12 delegates from different countries including India. The

members from London, UK and Mumbai, India also participated in the meeting through Web conferencing. During the meeting, The draft International Standard ISO/DIS 375090 was discussed alongwith substantial number of comments received from P-member countries including India in response to the DIS Ballot.

c) IEC/PC 118 'Smart Grid user interface'

BIS had successfully hosted the Plenary meeting of IEC/PC118 Smart Grid user interface' & its WGs from 03 – 05 March 2014 at Bangalore in association with ISGF (India Smart Grid Forum). 21 delegates from different member countries participated in the meeting(s). A strong Indian delegation of 12 members also actively participated in the discussions held during the meeting(s). Exchange of views also took place between delegates during private discussions. By way of participation in PC118, after getting due feedback from the stakeholders, BIS could select the technical fields where Indian Markets can get involved and can access relevant technical documents which would help them to learn about new and emerging international technologies on smart grids. The meeting(s) was a great success and all participants had



appreciated the arrangements and efforts made by BIS

(C) RAJIV GANDHI NATIONAL QUALITY AWARDS

8.3 With a view to encourage manufacturers and service organizations to strive for excellence, Rajiv Gandhi National Quality Award was instituted by the Bureau in 1991. This annual award compares well with similar international awards such as the Malcolm Baldrige National Quality Award of US and the European Quality Award. The assessment for this award is made on the basis of nine parameters namely Leadership; Policies, Objectives and Strategies; Human Resource Management; Resources; Processes; Customer focused results; Employees' satisfaction; Business results and Impact on environment and society. For small scale organizations the assessment is carried out on the basis of six parameters.

The awards presentation ceremony for Rajiv Gandhi National Quality Awards for the year 2011 was organized at NDMC Convention Centre, Parliament Street, New Delhi on 26 April 2013. Prof. K.V. Thomas, Hon'ble Minister of State (Independent Charge) for Consumer Affairs, Food and Public Distribution and President, BIS presided over this function.

The awards presented include 'Best of All Award' and 03 Category awards (01 Large Scale Manufacturing Industry, 01 Large Scale Service Industry and 01 Small Scale Manufacturing Industry). In addition, 10 Commendation Certificates were also presented.

The fact finding and evaluation process of short listed applicant organizations for RGNQA 2012 have been completed by the Regional Evaluation Committees. The meeting of the National Awards Committee (NAC) to be organized under the chairmanship of Secretary (CA) to decide the award winners and recipients of commendation certificates.

(D) PRODUCT CERTIFICATION

8.4 BIS operates a Product Certification Scheme under the Bureau of Indian Standards Act, 1986 and the Rules and Regulations framed thereunder. Presence of Standard Mark (Popularly known as ISI Mark) on a product indicates its conformity to the relevant Indian Standard. Before granting license to any manufacturer, BIS ascertains the availability of required infrastructure and capability of the manufacturer to produce and test the product conforming to the relevant Indian Standard on a continuous



basis. Samples drawn from the production line as well as from Market are tested in BIS laboratories/recognized independent laboratories to ensure conformance of the product to the relevant Indian Standard. BIS also conducts surveillance visits to ensure conformance of licensees' products to the relevant Indian Standard. The Certification Scheme is basically voluntary in nature except for 92 product standards which have been made mandatory by the Government on consideration of health and safety of the consumer.

The Product Certification Schemes of Imported Products and Hallmarking of Jewellery Articles being operated by BIS are as under:

(a) Certification of Imported Products

BIS is operating a scheme for foreign manufacturers since 1999 for certification of imported goods. Under the Scheme, foreign manufacturers can seek certification from BIS for Marking their product with BIS Standard Mark. During the period April 2013 - March 2014, 147 licenses were issued under Foreign Manufacturers Certification Scheme, taking the total number of such licenses to 379 for various products.

The progress of Product Certification Scheme including foreign manufacturer's certification scheme licences is as under:

Sl. No.	Activities	Progress during	
		2012-13	2013-14
(i)	Licences granted	2964	3580
(ii)	Total Licences in operation (excluding Hallmarking)	26357	28819
(iii)	Products covered for the first time	10	10

(b) BIS Registration Scheme

BIS has granted nearly 800 applications under this scheme.

(c) Hallmarking of Jewellery Articles

Hallmarking of Gold Jewellery was started by BIS in April 2000 to provide third party assurance to consumers on the purity/ fineness of gold jewellery. Under the Scheme, a jeweller has to obtain a license from BIS to get his jewellery hallmarked. Assaying and Hallmarking (A&H) Centres, where the purity of jewellery/ artefacts is assessed are recognized by BIS after



ensuring that the Centres have required infrastructure for assaying and Hallmarking of gold and silver jewellery/ artefacts.

(i) Progress of Hallmarking Scheme: The scheme for Hallmarking has further grown during the period April - March 2014. The number of licences for Hallmarking of gold jewellery has grown from 10586 as on March 2013 to 11902 as on March 2014. 260 lakh articles of gold jewellery/ artefacts have been hallmarked during April - December 2013. The number of BIS recognized assaying and Hallmarking centres was 285.

The number of operative licences for Hallmarking of silver jewellery/ artefacts has increased from 699 to 841 during the period April 2013 - March 2014. Income from Hallmarking activity from April 2013 - March 2014 was around Rs. 1396 lakhs.

(ii) Implementation of the Scheme for setting up of gold Hallmarking/ assaying centres in India with central assistance: Under the Government Scheme for Central Assistance for creating infrastructure, the total number of centres who have been provided central assistance till December 2013 is 46.

(iii) Publicity on Hallmarking

(a) To promote Hallmarking in the country for effective consumer

protection in gold jewellery trade, awareness programmes for jewellers/ consumers are organized by BIS through its various Regional and Branch offices across the country. 33 Jewellers awareness programmes have been organized during April 2013 - March 2014.

(b) During the period from April 2013 - March 2014, 160 advertisements have been released in various newspapers across the country for spreading awareness among the consumers about the benefits of hallmarked Gold Jewellery.

(E) MANAGEMENT SYSTEMS CERTIFICATION

8.5 BIS continued to provide the following Certification services as per the corresponding standards for management systems:

a) Quality Management System (QMS) Certification Scheme as per IS/ISO 9001:2008

BIS Quality Management System Certification Scheme (QMSCS) was launched in September 1991. The Scheme is being operated in accordance with standard ISO/IEC 17021 “Conformity assessment – Requirements for bodies providing audit and certification of management systems”.



During the period April 2013 - March 2014, 49 Quality Management System Certification licences were granted making a total of operative licenses to 951 as on 31 March 2014 covering industrial sectors such as chemicals, metal and metal products, cement, construction, dairy plants, education, electricity generation, engineering services, mining, machinery, petroleum, plastic, pharmaceuticals, textiles, and service sector such as financial sector, health sector, insurance, information technology, telecommunications, transport etc.

b) Environmental Management System (EMS) Certification Scheme as per IS/ISO 14001:2004

The Environmental Management System (EMS) Certification Scheme launched by BIS as per IS/ISO 14001. It is also operated as per International criteria laid down in ISO/IEC 17021. During the period April 2013 - March 2014, 14 EMS new licenses have been granted making a total of operative licenses to 186 as on 31 March 2014. These licenses cover technology areas like integrated steel plants, thermal power plants, aeronautical industries, atomic power wagon workshops, pharmaceuticals, machinery, mining,

public administration (Pollution Control Board) etc.

c) Occupational Health and Safety Management System (OHSMS) Certification Scheme as per IS 18001:2007

BIS launched Occupational Health and Safety Management System (OHSMS) certification as per IS 18001:2007 which essentially enables an organization to define, plan and manage a policies and objectives, taking into account legislative requirements and information about significant hazards and risks, which the organization can control and over which it can be expected to have an influence, to protect its employees and others, whose health and safety may be affected by the activities of the organization. During the period April 2013 - March 2014, 08 OHSMS licenses have been granted making the total operative licenses to 78 as on 31 March 2014. The licenses cover technology areas like thermal power plants, ceramic industry, cycle industry, gas power station, health services and employee development centre stations, textiles, plastic, cement, construction, electrical and telecommunication



cables, petroleum refinery, insecticides, industrial and explosive chemicals, railway

d) Hazards Analysis and Critical Control Point (HACCP) Scheme (HACCP Stand Alone)

BIS also offers a standalone HACCP Certification Scheme as per IS 15000. As on 31 March 2014, 02 HACCP stand-alone licences were in operation.

e) Food Safety Management System (FSMS) Certification Scheme as per IS/ISO 22000:2005

BIS has launched Food Safety Management System (FSMS) as per IS/ISO 22000:2005. This system is designed to allow all types of organization within the food chain to implement a food safety management system. As on 31 March 2014, 09 FSMS licences were in operation.

f) Service Quality Management System (SQMS) Certification Scheme as per IS 15700:2005

The BIS Service Quality Management System (SQMS) Certification has been launched in April 2007. This is based on the Indian Standard IS 15700:2005, Quality Management

Systems – Requirements for service quality by public service organizations. This standard focuses on delivery of quality service across the counter. Further, the organizations implementing this standard can be certified by Bureau of Indian Standards. During the period April 2013 - March 2014, 14 EMS new licenses have been granted making a total of operative licenses to 23, as on 31 March 2014.

g) Accreditation of QMS and EMS by NABCB

BIS has been granted accreditation by National Accreditation Board for Certification Bodies (NABCB), Quality Council of India for its Quality Management systems and Environmental Management Systems in December 2013 for a period of three years.

h) Promotion of Management Systems Certification:

All government organizations were informed of the certification services of BIS for SQMS (which was an RFD requirement) through a special drive undertaken for the purpose. BIS team had delivered lectures on IS 15700 for implementation of SQMS certification and also had conducted meeting with Ministry of Personnel, Public Grievances & Pension,



Deptt. of Pension & Pensioners' Welfare, New Delhi. For implementation of IS/ISO 9001 in government organizations, awareness programme were conducted in Maharashtra Sadan and Mizoram Sadan. As part of promotion of Food Safety Management System (FMS) Certification among the food industry, four awareness programmes on FSMS were carried out at Chandigarh, New Delhi, Kolkata and Kochi. The programmes were well attended by food industry and positive feedback was received from the participants. Similarly, Energy Management Systems (EnMS) was promoted in all five Licensees' Review meets in order to inform and encourage licensees to implement EnMS.

i) Auditors' Meet

During the period April 2013 - March 2014, five Auditors' Meet were organized, one each by the Central Regional Office, Eastern Regional Office, Northern Regional Office, Southern Regional Office & Western Regional Office which were attended by external auditors and BIS officers who are registered for carrying out system certification audit.

j) Licensees' Review Meet

For the purpose of creating awareness and to receive first hand feed

back about our services from the licensees, five Management Systems Licensees Review Meetings were organized, one each by the Central Regional Office, Eastern Regional Office, Northern Regional Office, Southern Regional Office & Western Regional Office. Satisfactory feed back were received from the licensees during the meetings.



BIS Management Systems Certification Licensee Meet at Kolkata on 28 February 2014

F) TESTING AND CALIBRATION

8.6 BIS has established eight laboratories beginning with the establishment of Central Laboratory in 1962. Subsequently, four regional laboratories at Mohali, Kolkata, Mumbai and Chennai and three branch office laboratories at Patna, Bangalore and Guwahati were established. The purpose of establishing BIS laboratories is to support the activities of BIS product certification Marks scheme wherein the



samples generated from the licensees/applicants and also from the open Market are tested in these BIS laboratories. The BIS laboratories have facilities for testing of products in the field of chemical, microbiological, electrical and mechanical discipline. In-house calibration facilities in the field of electrical discipline are operational at Central Laboratory, Sahibabad.

In order to ensure that BIS laboratory services are keeping pace with the developments at the International level, the laboratories at Mumbai, Kolkata, Chennai, Mohali, and Sahibabad have been accredited by the National Accreditation Board for Calibration and Testing Laboratories (NABL) as per the international standard IS/ISO/IEC 17025. Efforts are on to get Bangalore and Patna labs accredited by NABL at the earliest.

As the volume of workload for testing of samples generated from product certification scheme is much larger than the available capacity in BIS labs, BIS has established Laboratory Recognition Scheme (LRS) for recognition of outside laboratories. The scheme is based on well documented international norms (IS/ISO/IEC 17025:2005) which are in-line with the norms adopted by the National

Accreditation Board for Calibration and Testing Laboratories (NABL). Labs recognized by BIS cover complete test facilities for a particular Indian Standard under Product Certification whereas accreditation of lab is for specific test parameters. Hence recognition of labs by BIS to suit its product certification becomes a must. There are 147 BIS recognized labs which include reputed R&D organizations, technical institutions, Govt. labs and Private sector labs. The services of such laboratories are also utilized where it is economically not viable to develop test facilities in BIS laboratories, accumulation of large number of samples in BIS labs, equipment temporarily being out of order etc. Besides this, services of 24 Government laboratories of specialized nature are also being utilized by BIS as and when required for different products. During the year 2013-14, 10 new laboratories have been recognized.

For testing of IT products (IS 13252)/Audio Video products (IS 616)/Microwave ovens (IS 302-2-25)/Electronic clocks (IS 302-2-26) covered under Electronics and Information Technology Goods (Requirement for Compulsory Registration), Order 2012 to support newly launched BIS Registration scheme,



four outside laboratories recognized in addition to the existing seven labs.

Gold Referral Assaying Laboratory at Southern Regional Office Laboratory, Chennai has issued 609 test reports from April 2013 to December 2014. It has also participated in Inter Laboratory Comparison programme for testing of samples of gold jewellery. For quicker and tamper proof transmission of test results, all reports of samples tested by labs are scanned and directly uploaded to all Branch Offices instead of sending hard copies.

To regulate the maximum cap on the testing charges of all BIS recognized outside labs, a revised policy for testing charges has been implemented.

To make the product certification and Hallmarking scheme more effective and consumer friendly, a scheme for testing public samples has been launched by BIS. The scheme is aimed at providing a window to the consumer for verifying the conformity of ISI Marked product to the relevant Standards in case of any apprehension of quality of the product. This shall thus form a very important part of the consumer protection work at BIS.

Uploading of the test report by

all the recognized labs to the respective testing centers has been started. This is aimed at reducing time for sending hard copy of test reports and also making quicker and tamper proof transmission.

Monitoring system on the outside labs has been strengthened by carrying out surprise surveillance audit and testing of remnant sample under QA activity. Concept of penalty to be imposed on BIS recognized outside labs in case of lapses observed during the operation of Lab recognition scheme/Hall Marking has been introduced.

Uniform test report format for several products have been prepared and implemented at all the labs.

Specialized software is being developed by Information Technology Services Department to monitor sample movement to outside labs and also payment of testing charges.

Training Programme on Product Testing

a) As and when requested by BIS ROs/ BOs, BIS laboratories organize training programmes on product testing for technical personnel of BIS product certification licensees/ applicants in line with latest Indian Standards.



b) Twelve students from various Universities and colleges were given training in the Laboratory for 4 weeks duration.

c) Fifteen Quality Control Personnel have been trained of industries who are holding BIS licensees.

G) AWARENESS PROGRAMMES

8.7 (a) Consumer Awareness Programmes: For promoting the concept of standardization, certification and quality consciousness among consumers, awareness programmes are organized on a regular basis through various ROs/BOs, sometimes in association with Consumer Organizations. During the period April 2013 - March 2014, 115 such programmes were organized by ROs/BOs throughout the country.

(b) Industry Awareness Programmes: To propagate the concept of standardization, product certification, management systems certification and other BIS activities amongst small scale industries, 28 Industry Awareness Programmes were conducted during the period April 2013 - March 2014. The programme consisted of lectures and discussions. Standards relating to Specific industrial sectors, depending on

concentrations of industries in the area were also highlighted.

(c) Educational Utilization of Standards Programmes: BIS is organizing Educational Utilization of Standards Programmes (EUS) for students and faculties of schools, colleges etc., to inculcate the young minds with the concepts and benefits of standardization. The need for familiarizing the students of technical institutions with the principles and practices of standardization is being increasingly felt due to the importance of standardization to industrial development of the country. During the period April 2013 - March 2014, BIS has organized 25 EUS Programmes.

(d) World Standards Day: BIS celebrated World Standards Day on 14 October 2013 to pay tribute to the collaborative efforts of thousands of experts worldwide, who develop voluntary technical agreements that are published as International or National Standards. This year the theme for World Standards Day was “International Standards Ensure Positive Change’. The Seminar at HQ was inaugurated by Prof. K. V. Thomas, Hon'ble Minister of State (Independent Charge) for Consumer Affairs, Food and Public Distribution and President, BIS. Four eminent speakers presented technical papers



on the theme. Technical seminars were organized by BIS all over the country through its ROs/BOs and its HQs where a large number of delegates deliberated over various technical issues relating to the subject.

(e) Public Grievances: Consumer complaints relating to BIS certified products are reviewed and monitored every month for redressal. Efforts are made to redress the grievances within the stipulated time frame.

(f) Citizen Charter: Citizen's Charter has been implemented and being monitored.

(g) Seminars/Workshops: During April 2013 - March 2014, BIS organized various Seminars/ Workshops and participated in Conferences with a view to disseminate information about the availability of standards and to get feedback for further improvement/ updating as well as to find out fields where standardization is needed by the industry.

(H) INFORMATION SERVICES

(i) Library

8.8 BIS technical Library is a national resources centre for information on standards and related matters and meets the needs of industry, trade, government,

researchers and consumers alike. It is today the largest library for standards in the South Asian Region, covering a floor area of 1000 square meters. The collection includes about 06 lakh standards from all over the world and 70,000 technical books. The Bureau's library system comprises the Headquarters Library (New Delhi) and four Regional Offices Libraries at Mumbai, Kolkata, Chandigarh and Chennai. Reference Services were provided to 3047 visitors by way of preparing 04 exhaustive subject bibliographies and making available, the reference materials of their choice. The reference unit has fully supported the standards formulating departments by providing the bibliographies. It has assisted the Indian Trade and Industry by answering 2304 long and short range queries as received from them. The Library maintains the updation of mechanized database of standards received in the library under the title "Manaksandarbhika", under which 1578 standards were received and codified.

(ii) Technical Information Service Centre

BIS provides Technical Information Services to Industry, importers, exporters, individuals and government agencies in response to their enquiries. More than 400 enquiries were responded during the



period April 2013 – March 2014.

(iii) Sponsorship of Identification Numbers

(a) Issuer Identification Number (IIN)

The International Standard ISO/IEC 7812-1 Identification Cards - Identification of issuers - Part 1: Numbering system specifies a numbering system for the identification of issuers of the identification cards used in international and/ or inter-industry interchange. It identifies the major industry and the card issuer. BIS facilitates issue of IIN as per ISO 7812-1 by sponsoring applications of Banks/Financial Organizations to the American Bankers Association (ABA). 02 Issuer Identification numbers have been issued during the period.

(b) World Manufacturer Identifier (WMI) number

In co-ordination with the Society of Automotive Engineers (SAE), USA; BIS issues WMI Codes as per ISO 3780: 1983 Road Vehicles - World Manufacturer Identifier (Code) to automobile manufacturers and exporters in India. 08 applications were processed for the allotment of WMI Code during the period.

(c) Technical Clarifications on DGFT Notification No. 44 (RE-2000)

As per instructions by DGFT, BIS certification is mandatory for various products before they enter Indian Market. Clarifications on whether a product is covered within the instructions or not, in so far as BIS standards are concerned, would only be issued by BIS and such clarifications shall be binding on all concerned. At present, 90 products fall within the ambit of instructions. BIS issued 55 clarifications during the year on different products.

(I) TRAINING SERVICES

8.9 (i) Training Programmes for Industry

During the period April 2013 - March 2014, National Institute of Training for Standardization (NITS) organized 47 In-house programmes, 29 Open Programmes including 10 Lead Auditors Courses for the industry thus generating revenue of around Rs. 121.84 lakhs.

(ii) International Training Programmes for Developing Countries

- a. The 10th International Training Programme on Management



- Systems organised during 02-27 Sep 2013 was attended by 28 participants from 18 developing countries with the financial support from Ministry of External Affairs, Government of India.
- b. The 45th International Training Programme on Standardization and Quality Assurance organised during 07 October - 29 November 2013 was attended by 35 participants from 24 developing countries with the financial support from Ministry of External Affairs, Government of India.
- c. The 04th International Training Programme on Laboratory Quality Management Systems organised during 03-21 February 2014 was attended by 28 participants with the financial support under ITEC/SCAAP from Ministry of External Affairs, Government of India.
- a. Implementation programme on 'Service Quality by Public Service Organization as per IS 15700'
- b. Refresher Course in Certification Activities
- c. Training Programme on Awareness as per IS/ISO 9001:2008
- d. Training for "Sensitizing to create Awareness regarding sexual harassment of women's at workplace"
- e. Training Programme on "Hallmarking & Audit of A&H Centres"
- f. Training Programme for SC/ST Candidates for filling vacant post of PS/SO through LDCE
- g. Training programme on Preventive Vigilance
- h. Training programme on Effective Communication & Presenting Skills
- i. Training programme on RTI & Record Management
- j. Training Programme on Accounting related work

(iii) Training Programmes for BIS Employees

During the period April 2013-March 2014, 16 programmes were exclusively organized for BIS officials, as given below:

Around 313 BIS employees have been trained under these programmes and



23 BIS employees were trained in the Open programmes.

(J) INTERNATIONAL ACTIVITIES

8.10 BIS, in its capacity as the National Standards Body of India, is a member of International Organization for Standardization (ISO) and International Electro-technical Commission (IEC). It is actively involved in development of International Standards by acting as Participating (P) member or Observer (O) member on various Technical Committees, Sub-Committees, Working Groups, etc. The existing position is that it is a P member in 348 Technical Committees/ Sub-committees of ISO and 70 Technical Committees/ Sub-committees of IEC, and an O Member in 278 Technical Committees/ Sub-committees of ISO and 85 Technical Committees/ Sub-committees of IEC. Such participation by BIS in the development of International Standards helps in protecting the interests of Indian trade and industry.

BIS also participates in various policy-making committees of these international standards bodies and holds the secretariat of some important ISO Committees dealing with subjects that are of trade interest to India. Besides, BIS

is also actively involved in the Regional and Bilateral Cooperation Programmes pertaining to standardization, testing, certification, training etc. So far, BIS has signed MoU/MRA with national standards bodies of 27 countries, and is in the process of having such an arrangement with 17 other countries. BIS has also been playing an active role in formulation and implementation of regional standards and on conformity assessment scheme for the SAARC countries.

Keeping in view the growing importance of standards and conformity assessment procedure in global trade and understanding that BIS has a key role to play in enhancing the Indian exports/trade, BIS has created a Trade Facilitation Cell. This Cell will work in close cooperation with Ministry of Commerce and would interact with various Ministries to help them in establishing technical regulations and also in dealing with specific trade concerns raised by other countries on the proposed technical regulations. The Cell also seeks to interact with Industry and Exporters' Associations to address bottlenecks being faced by them relating to standards and conformity assessment procedures.



(i) International Organization for Standardization (ISO)

- A three member delegation led by Secretary (CA), comprising of DG, BIS and Sc-G & Chief (Standardization), BIS attended the ISO General Assembly during 18 - 20 September 2013, at St. Petersburg (Russia). DG, BIS also attended the meetings of ISO DEVCO on 16 - 17 September 2013 and the ISO Council on 21 September 2013. India's viewpoints were projected during these meetings. Sc-G & Chief (Standardization), BIS also attended the meeting of ISO Technical Management Board (TMB) on 16 - 17 September 2013 and the PASC meeting on 15th September 2013. Besides above, the delegation also had sideline meetings with CEN-CENELEC, Europe; JISC, Japan; GOST-R, Russia; SASO, Saudi Arabia and members of SAARC countries (Pakistan, Sri Lanka, Nepal) wherein matters relating to mutual co-operation in the field of Standards and conformity assessment were discussed.
- Secretary General, ISO visited BIS during 05 - 06 September 2013, during which he addressed senior officials of BIS regarding the recent developments at ISO, the ISO Strategic Plan and the ISO policy on copyrights issues. In his meeting with DG BIS, he expressed that ISO views India (BIS) as a very important member and wants India to take on more responsibilities at the ISO level including Secretariats of the Technical Committees. He also had a meeting with the Secretary (CA) and apprised him on the key events at ISO level. A meeting of the Secretary General, ISO with senior officials of FICCI was also organised, which was also attended by DG, BIS. He expressed that there should be increased participation from India in the Technical Committees of ISO.
- Sc-G & Chief (Standardization) attended the ISO Technical Management Board (TMB) meeting and related events for TMB members from 23rd February to 28 February 2014 at Guilin, China.



(ii) International Electrotechnical Commission (IEC)

- IEC (International Electrotechnical Commission) Secretary General visited BIS on 18 April 2013 and met DG, BIS, Sc. G & Chief (Standardization), Sc. G & Chief (Certification) and IR&TISD Officers to review the work progress of IEC GM 2013.
- BIS organized the 77th IEC General Meeting (IEC GM) 2013 during 16 - 26 October 2013 at New Delhi. Around 969 delegates from more than 80 different countries participated in IEC GM 2013. During the IEC GM 2013, sideline and bilateral meetings were held and discussion on MoUs and issues on Standardization and Conformity Assessment took place with American National Standards Institute (ANSI), Canadian Standards Association (CSA), Korean Agency for Technology and Standards (KATS), Japanese Standards Association, State Committee for Standardization of the Republic of Belarus, German Commission for Electrical, Electronic & Information Technologies of DIN and VDE

(DKE) and Association Française de Normalisation (AFNOR).

(iii) Bilateral Co-operation Programmes

- BIS continued to work towards closer bilateral cooperation with countries such as USA, Pakistan, UAE, Germany, Kenya, South Korea, Bangladesh, Russia, Iran and Saudi Arabia in close association with the Ministry of Commerce and the Ministry of External Affairs. A meeting was convened by MoC on EU-India Capacity Building Initiative for Trade Development (CITD Project on 21 August 2013).
- The third tripartite meeting of India-Brazil-South Africa (IBSA) was held at South African Bureau of Standards (SABS) premises, Pretoria, South Africa during 4-6 December 2013. The Indian delegation was led by - Secretary (MoCA). The members from SABS (National Standards Body of South Africa), ABNT (National Standards Body of Brazil), South African National Accreditation Systems (SANAS), National Regulator for Compulsory Specifications (NRCS), South Africa and National Metrology



Institute of South Africa (NMISA) participated in the meeting. During the meeting the members of the delegation discussed on the progress in implementing the work plan agreed during the previous meeting. The theme for further discussions was 'Current challenges, opportunities and areas of cooperation'. Presentations were made by ABNT, SABS, BIS, SANAS, NRCS and NMISA on their activities as well as on the theme. Detailed discussions were also held on these presentations. A visit was also paid by the delegation to SABS, NRCS and NMISA labs. The issues relating to Standards, Technical Regulations and Conformity Assessment were deliberated upon in detail by the three IBSA partners and view points were exchanged on each of the issues. The meeting also made proposals for future areas of cooperation amongst the various organization

- BIS jointly with American National Standards Institute (ANSI) and, CII organized a Workshop on Building and Construction Standards on February 12 and 13 at Hotel

Le Meridien, New Delhi. The workshop was organized under the aegis of the US - India Standards and Conformance Cooperation Agreement. The workshop brought together experts from leading US organizations such as IAPMO, ASHRAE, ASME, ASTM, NFPA, and UL and Indian organizations such as BIS, Ministry of Urban Development, Ministry of Consumer Affairs, NDMA, Indian Green Building Council, Indian Plumbing Association etc. DG, BIS in his address emphasized that as construction sector is a major driver of economy of the Country, Standards have to respond to the need of orderly, safer and sustainable growth of our Country. Around 80 participants from various concerned Companies/Organizations / Government Departments / Consumer Organizations participated in the Workshop.

(K) REVENUE MOBILISATION

8.11 BIS derives its income mainly from certification, training and sale of Indian standards. The income mobilized from these activities is as under:



Sl. No.	Activity	Progress (Rs. in crores)	
		2012 - 13	2013-14
1.	Certification (Including Hallmarking)	246.95	313.32
2.	Training Institute	1.41	1.37
3.	Sale of BIS Publications	11.40	9.69
	Total	259.76	324.38

(L) PUBLICATIONS

8.12 BIS, through its publication department handles electronic publishing of Indian Standards and also notifying published standards in the gazette.

A catalogue containing titles of a) Indian Standards published by BIS updated up to the 31 December (of the concerned year), b) International Standards adopted as Indian Standards, c) Indian Standards in Hindi (translation), d) Special publications and e) Index corresponding to all publications listed in the catalogue is published annually by the Department.

BIS publishes the incremental index file for Indian Standards/other publications from the information provided by the Printing Department and various technical departments on new and revised standards as well as reaffirmation/withdrawal of Indian Standards. Soft

copy in pdf format for all new/revised Indian Standards/ publications as well as amendments provided by technical departments is also maintained in the department. This information is utilized for updating the electronic sale of Indian Standards on the website www.standardsbis.in.

BIS has the copyright to all its publications and requests for reproducing extracts from Indian Standards are forwarded to the department by authors of technical books. After technical verification and calculations based on the procedures adopted from ISO: GEN 19:1999`Guidelines for Granting Copyright Exploitation Rights to Third Parties for ISO Standards in Books', the department grants permission to the applicant on payment of the copyright charges.

Translation services are also provided by the department for translation of technical documents, standards and other material from various Indian (other than Hindi) and foreign languages into English vice-versa. Regular requests are received from various technical committees as well as from the industry. The department also facilitates interaction with countries where German or French language is spoken.



(M) PUBLIC RELATIONS

8.13 To spread awareness of the activities of Bureau of Indian Standards among common consumers and to create a strong consciousness for quality, BIS undertook various publicity activities across various media.

TV Spots

A TV spot on Hallmarking Titled “Dhat Tere Kee Is Per Hallmark Ka Nishaan Toh Hai Nahi..” was telecast on DD National and Cable and Satellite Channels during April 2013.

A TV spot on Hallmarking Titled “Beta Aap Jayo.....” was telecast on Cable & Satellite channels for 3 days (every Friday to Sunday) with effect from 14 February 2014 for 7 weeks on all India basis and North East.

Radio Spots

Radio spots of 20 seconds duration on ISI Mark were broadcast for a period of 45 days in Hindi and regional languages on 24 FM channels and 37 Vividh Bharati Stations through All India Radio.

(N) VIGILANCE ACTIVITIES

8.14 The vigilance set-up of Bureau of Indian Standards (BIS) is headed by the Chief Vigilance Officer (CVO) and comprises the vigilance department at BIS Headquarters

and seven other vigilance sections in the Secretariat of each of the Disciplinary Authority for Ground B, C & D employees (Deputy Director General concerned).

The Vigilance Department functions in close coordination with Central Vigilance Commission (CVC), Central Bureau of Investigations (CBI) and Ministry of Consumer Affairs, Food & Public Distribution. It is entrusted with the responsibility of managing all vigilance related activities in the Bureau in accordance with the guidelines on the subject issued by Central Vigilance Commission and DOPT etc. This, inter-alia, include activities related to:-

- (a) Preventive vigilance (e.g. streamlining of procedures, training, preparation of ‘Agreed List’ and ‘List of officers of doubtful integrity’ etc.)
- (b) Punitive vigilance (e.g. scrutiny of complaints received, investigations, disciplinary action against the officers at fault etc.)
- (c) Surveillance and detection (e.g. inspections, scrutiny of annual property returns, monitoring, review meetings etc.)

Training programme on “Preventive Vigilance” covering various



aspects related to vigilance matters for senior officers of BIS was held at WRO, Mumbai; ERO, Kolkatta; NITS, Noida; NRO Lab, Mohali and SRO, Chennai.

Vigilance Awareness Week was celebrated in the Bureau of Indian Standards from 28 October - 02 November 2013. During the Week, number of activities including display of banners, Quiz Competition, Essay Writing Competition and Slogan Writing Competition were conducted on the theme “Promoting Good Governance – Positive Contribution of Vigilance”. BIS employees participated in these events with interest. The closing and award Ceremony of the Vigilance Awareness Week was organized on 01 November 2013 at New Delhi. Vigilance Awareness Week was also celebrated at various Regional offices, Branch offices and Central Laboratory of Bureau of Indian Standards across the country.

(O) ENFORCEMENT

8.15 The BIS Standard Mark (ISI Mark) is a quality Mark. Therefore, the consumer as well as the organized purchaser prefers ISI Marked products. Some unscrupulous manufacturers try to deceive the consumers by producing and Marketing sub-standard products with ISI Mark without obtaining license from BIS.

During the period, April 2013-March 2014, BIS has carried out 97 search and seizure all over the country on firms misusing ISI Mark. During these raids, various spurious products such as Packaged Drinking Water, PVC Insulated Cables, Pressure Cookers, UPVC Pipes etc. were seized. Efforts are made for timely launching of prosecution against the offenders in the Court of law.

Apart from above, BIS has also issued number of press releases about the enforcement raids for giving wide publicity with the intention to create awareness among the consumers about the unscrupulous manufacturers who are misusing ISI Mark.

(P) PLAN SCHEMES AND THEIR PERFORMANCE

8.16 BIS is implementing following 02 Central Sector Schemes under 12th Five year Plan (2012 -17):

1. Hallmarking
2. National System for Standardization – Strengthening Standardization at National Level and International Level

Both the schemes were implemented in 11th Plan also. The achievements under these schemes during 2013-14 are given below:



Scheme and its Components	Target for 2013-14		Achievement 2013-14	
	Physical	Financial (Rs in Lakhs)	Physical	Financial (Rs in Lakhs)
1. Hallmarking				
a) Infrastructure building Setting up of A& H Centres	4	40.00	7 centres	147.20
b) Capacity building	10	6.0	9	Being collected from ROs/ BOs where programmes were organized
i) Training of artisans	4	11.0	5	
ii) Training of Trainers (BIS auditors)	1	3.0	1	
iii) Training of personnel of assaying and Hallmarking Centres				
2. National System for Standardization				
a) Strengthening Standardization at National Level				
i) Training programmes for BIS technical committee members/ SDOs	20	16.0	14	1.02
ii) R&D projects for establishment/ revision of Indian Standards	4	80.0	1	4.69
iii) Intensifying participation of BIS Technical Committee Members in BIS Technical Committee Meetings	150	22.0	42	5.22
b) Strengthening Standardization at International level				
i) Intensifying participation of BIS officials, Technical Committee Members, other officials and experts in international standardization by participation in International / Regional/ Bilateral meetings/ trainings.	70	171.0	41	89.62
ii) Organizing ISO/IEC and other international/ regional/ multilateral/ bilateral Meetings/ Seminars/Workshops/ Trainings in India	4	37.0	107*	97.35

* Including ISO/TC, WG, IEC/GM, IEC/TC (along with IEC/GM) and bilateral meetings

Note: Financial Figures are tentative as accounts for 2-13-14 are not yet finalized.



**(Q) SEXUAL HARASSMENT
OF WORKING WOMEN AT
WORKPLACE**

(PREVENTION, Prohibition and Redressal)

8.17 Following the guidelines and norms laid by the Hon'ble Supreme Court of India in Vishaka and Others v/s State of Rajasthan and Others, a Sexual Harassment Committee has been set up in the Bureau of Indian Standards.

The Committee at BIS Headquarters has been reconstituted under Section 4 of the aforesaid Act on 15 October 2013 for a tenure of two years. The composition of the newly constituted Internal Complaints Committee (ICC) (HQ-New Delhi) consists of a senior level women employee as Presiding Officer and one of the members from All India Democratic Women's Association (AIDWA), New Delhi. In addition, ICCs have also been constituted in all four Regional Offices at Mumbai, Kolkata, Chennai and Chandigarh and Central Laboratory, Sahibabad.

**(R) RESERVATION FOR
SCHEDULED CASTE/ SCHEDULED
TRIBES/ OTHER BACKWARD
CLASSES AND PHYSICALLY
HANDICAPPED PERSONS**

8.18 The total staff strength of the BIS was 1484 as on 31 March 2014. Group-wise representation of SC/ST/OBC and Physically Handicapped (PH) persons in BIS are as indicated below:

Group	Existing strength	SC	ST	OBC	PH	PH - ST	Ex-ser.
A	488	84	14	54	05	01	05
B	447	90	16	09	04	-	02
C	308	64	14	18	11	-	-
D*	241	88	15	04	02	-	-
Total	1484	326	59	85	22	01	07

* Earlier, they were in Group D.

After imparting the prescribed training to them as per the decision of GOI on the recommendation of 6th CPC, the status of Group D employees have ceased on their completion of training. Now, they have been treated as Group 'C' employees.

BIS continues to make its efforts on development of human resource.



As a part of the efforts , BIS personnel are imparted training through in-house training programmes at NITS and they are also deputed to training programmes organized by various agencies (within India).

(S) SCHEMES FOR THE BENEFIT OF THE PERSONS WITH DISABILITIES

As per the GOI instructions, 3% reservation is being provided to

the persons with disabilities in direct recruitment under Group A, B, C & D posts. Further 3% of the vacancies in case of promotion to Group C and D posts, in which element of direct recruitment, if any, does not exceed 75% is also being reserved for persons with disabilities.

BIS also allows 12 Casual Leaves to the Physically challenged/ disabled people instead of 08 Casual Leaves permissible to a normal employee.



CHAPTER – IX

WEIGHTS & MEASURES

9.1 The Central Government has made seven rules for the better implementation of the Legal Metrology Act, 2009. The State Governments have also made their Legal Metrology (Enforcement) Rules. The following seven Legal Metrology Rules have been framed under the Act for protection of consumer interest.

- a) The Legal Metrology (Packaged Commodities) Rules, 2011
- b) The Legal Metrology (General) Rules, 2011
- c) The Legal Metrology (Model Approval) Rules, 2011
- d) The Legal Metrology (National Standard) Rules, 2011
- e) The Legal Metrology (Numeration) Rules, 2011
- f) The Indian Institute of Legal Metrology Rules, 2011
- g) Legal Metrology (Government Approved Test Centre) Rules, 2013

9.2 The Department has already adopted new specifications in The Legal Metrology (General) Rules, 2011 in accordance with the recommendations of the International Organization of Legal Metrology (OIML). The Rules cover new specifications of Automatic rail weighbridges, Clinical thermometers (digital type), Automatic gravimetric filling instruments, Standard Weights for testing higher capacity weighing machines, Discontinuous totalizing automatic weighing instruments, Sphygmomanometer (Blood Pressure measuring instruments) & CNG gas dispensers etc.

9.3 The Legal Metrology (Weights and Measures) laws are enforced through State Government. The Government ensures through Legal Metrology Act, 2009 that all weight or measure used for trade or commerce or for protection of human health and safety are accurate and reliable so that users are guaranteed correct Weighment and Measurement. This in turn enables the consumer to get the right quantity which he has paid for.



9.4 The Legal Metrology (Weights and Measures) regulation in India also regulates sale of commodities in "Pre-Packed form". The Legal Metrology (Packaged Commodities) Rules, 2011 require mandatory declaration of certain basic information namely, name of manufacturer/importer/packer, common or generic name of the commodity, net quantity, month & year in which the commodity is manufactured/pre-packed/imported and retail sale price of the package & consumer care details on the packages to safeguard the interest of consumers. The Rules also require importers to provide these basic declarations on imported packages, similar to those for indigenous packages.

9.5 Regional Reference Standards Laboratories

The Central Government has established five Regional Reference Standards Laboratories (RRSL) at Ahmedabad, Bangalore, Bhubaneswar, Faridabad and Guwahati. These RRSLs serve as a vital link in dissemination of the values of national standards of Legal Metrology down to the commercial level. Two more laboratories at Varanasi, (Uttar Pradesh) & Nagpur, (Maharashtra) are proposed to be established. The

laboratories maintain Reference Standards of appropriate accuracy to provide following services-

- Verification of Legal standards of the States.
- Calibration of mass, length, volume, pressure gauges, load cell, thermometer, weighing and measuring instruments.
- Model approval tests of weighing and measuring instruments.
- Training and Seminars on weights and measures. Performance Report is at Annexure-1

9.6 Indian Institute of Legal Metrology, Ranchi.

To impart training to the enforcement officials of Legal Metrology (Weights and Measures), the Institute has been running a four months basic-training course. The Institute has been conducting training seminars on Consumer Protection for the non-judicial members of the State Commissions & Districts Fora set up under the Consumer Protection Act. The Institute, in addition, conducts workshops and seminars of shorter duration on specific topics to update the knowledge



of the enforcement officers on the latest developments in the field of legal Metrology. On an average, the Institute trains about 200 personnel a year.

9.7 Plan Scheme of strengthening of Weight & Measures of States/ UTs

Work under taken during the 11th Five year plan

The Department has taken up schemes to modernize the RRSLs at Ahmedabad, Bhubaneswar, Bangalore, Faridabad, Guwahati and the Indian Institute of Legal Metrology at Ranchi which provides training to the enforcement officials of the States and UTs. The construction of a new laboratory buildings for RRSL Bhubaneswar, Faridabad and Bangalore for testing/ calibration of flow meter have been completed.

These Laboratories have been modernized by providing Electrical Tests Facilities for the testing of the electronic indicator of any type of Weights and Measures.

Apart from the statutory obligation of verification of legal standards of the States and conducting model approval tests of weights or measures, the RRSLs render metrological services to industries

by undertaking calibration of their weighing and measuring instruments. Each laboratory on an average provides calibration service to about 200 industries in the region.

Under the scheme "Strengthening of weights and Measures of States/ UTs" grant in aid of Rs. 141.12 crore was released during the XIth Five Year Plan.

9.8 Expenditure under 12th Five Year Plan

During the XIIth five year plan, under the scheme Rs. 300 crores have been allotted for the Legal Metrology Dept. for its strengthening. The grant released till date is Rs. 75.87 Crore.

9.9 International Co-operation

The Legal Metrology Division of the Department works on the recommendations of the International Organization of Legal Metrology and is member of IOLM. Director (LM) is the member of CIML TC6 and other technical committees.

International Conference has been attended by Senior Officers and Director (Legal Metrology) at Vietnam, USA and Switzerland. An agreement for training/ transfer of technical knowledge has been signed with Japan by the Legal Metrology Organizations of these countries.

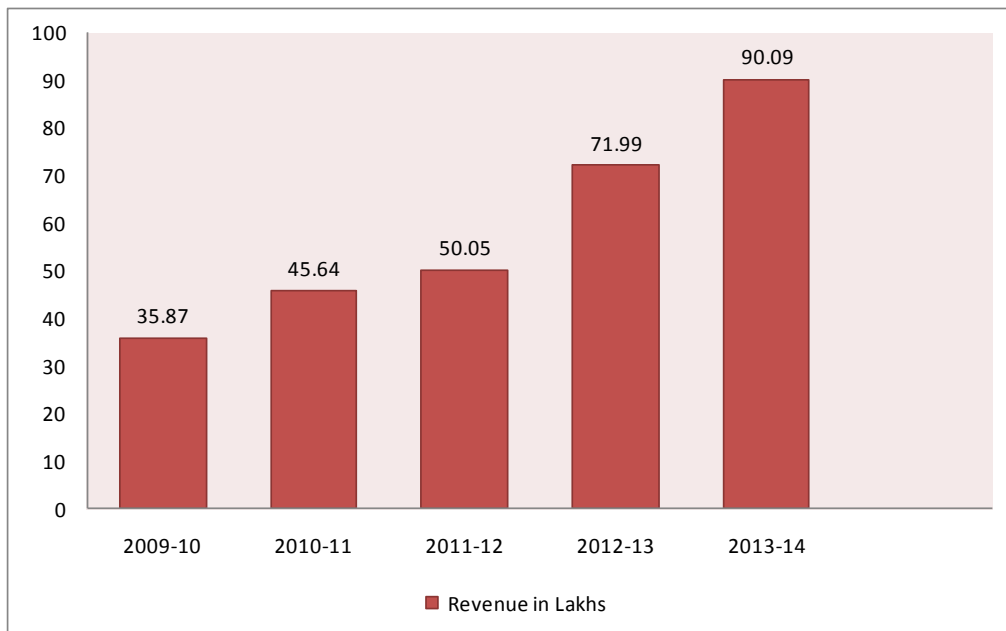


ANNEXURE-1

**REGIONAL REFERENCE STANDARDS LABORATORY,
BANGALORE.**

FUNCTIONS	ACHIEVEMENTS				
	2009-10	2010-11	2011-12	2012-13	2013-14
Number of legal standards verified	015	085	023	062	54
Number of instruments calibrated	5139	6848	7034	7828	7982
Number of certificates issued	5139	6848	7034	7828	7982
Number of industries benefited	554	676	684	677	758
Number of models tested for approval	76	143	120	172	254
Test fee collected	3587007	4564764	5005359	7199821	9009388
Number of seminars conducted	03	03	03	03	04

TEST FEE COLLECTED DURING THE LAST FIVE YEARS

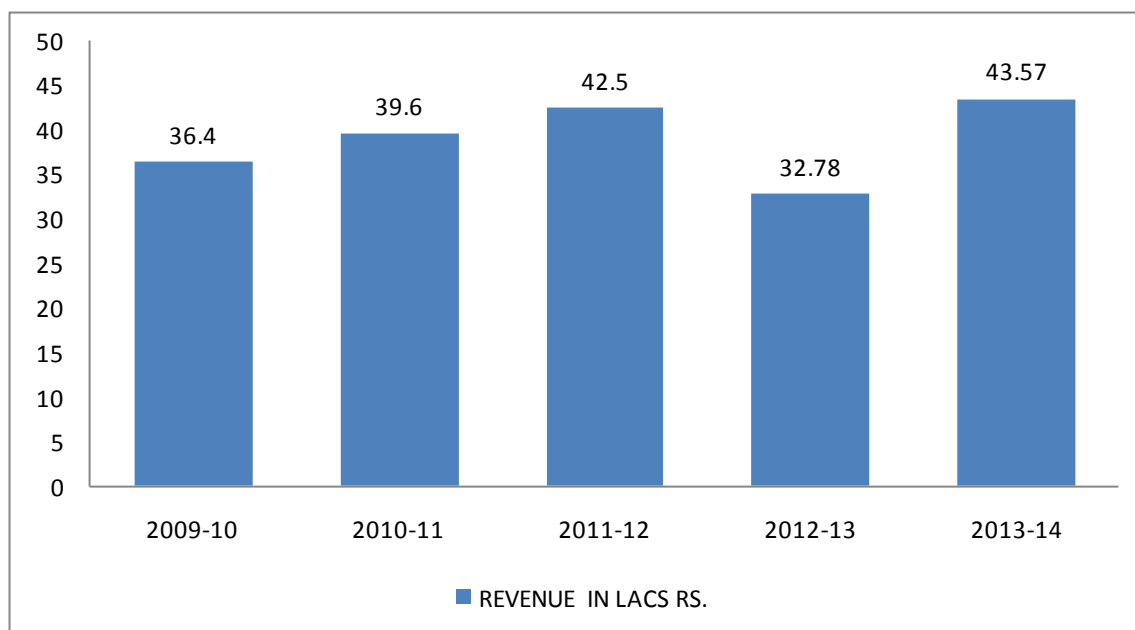




**REGIONAL REFERENCE STANDARDS LABORATORY,
AHMEDABAD
(During last 5 years and up to 31.03.2014)**

Description	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
No. of Standards verified	42	11	41	40	74
No. of industries benefited	538	562	604	616	742
No. of certificates issued	2300	2000	1235	1574	2032
No. of models approved	165	196	92	64	60
No. of seminar conducted	3	2	3	3	2
Revenue collected in Lacs	36.4	39.6	42.5	32.78	43.57

REVENUE COLLECTED DURING THE LAST FIVE YEARS

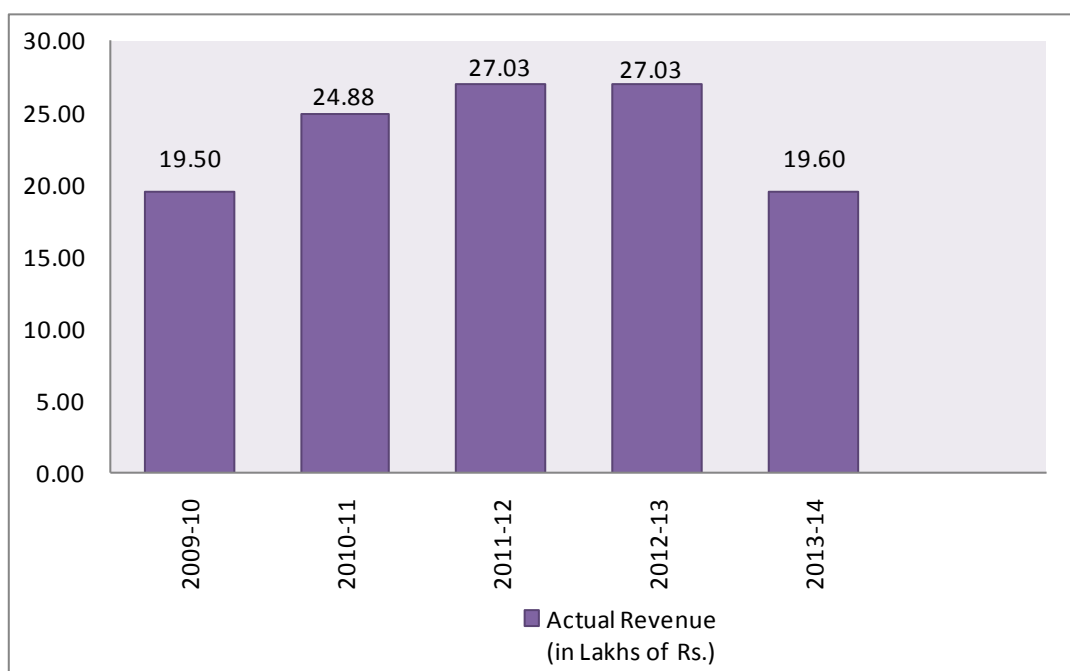




**REGIONAL REFERENCE STANDARDS LABORATORY,
BHUBANESWAR
from year 2009-2010 to 2013-14**

Description	2009-10	2010-11	2011-12	2012-13	2013-14
No. of Standards verified	46	11	41	40	74
No. of industries benefited	271	562	604	616	742
No. of certificates issued	1136	2000	1235	1574	2032
No. of models approved	121	196	92	64	60
No. of seminar conducted	02	2	3	3	2
Revenue collected in rupees	19,50,904	24,88,037	27,03,096	27,03,096	19,60,399

REVENUE COLLECTED DURING THE LAST FIVE YEARS

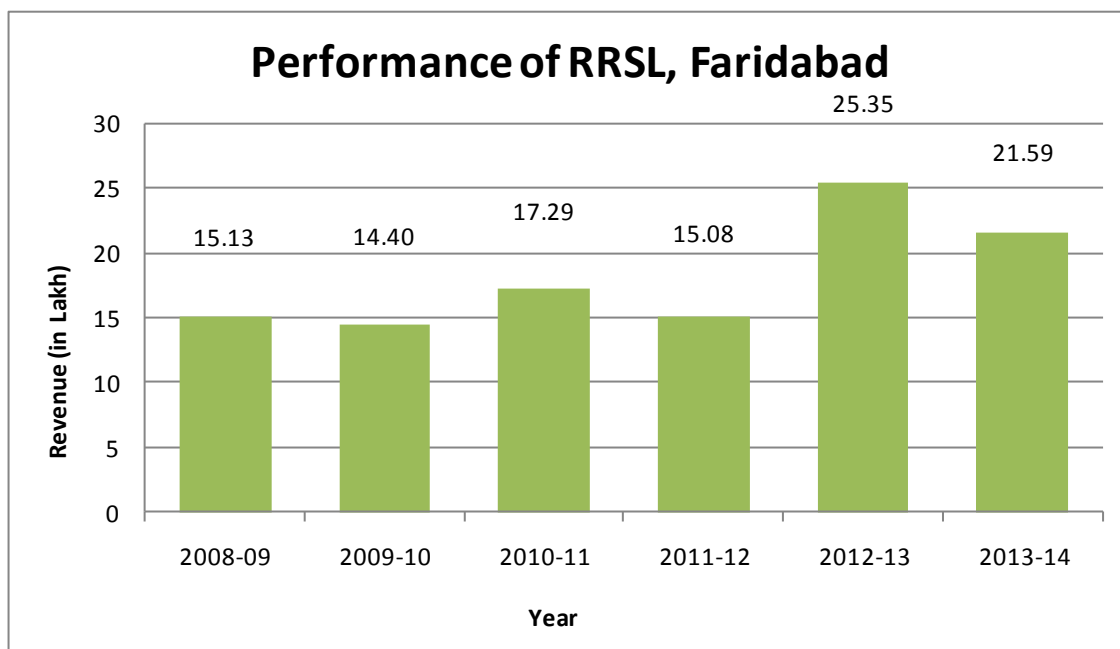




**REGIONAL REFERENCE STANDARDS LABORATORY,
FARIDABAD
(2013-14)**

Description	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
No. of Standards verified	153	58	135	24	105	46
No. of industries benefited	210	202	215	115	192	154
No. of certificates issued	431	343	417	223	357	144
No. of models approved	115	108	115	92	201	119
No. of seminar conducted	15	11	6	4	6	3
Revenue collected (in Lakh)	15.13	14.40	17.29	15.08	25.35	21.59

REVENUE COLLECTED DURING THE LAST SIX YEARS

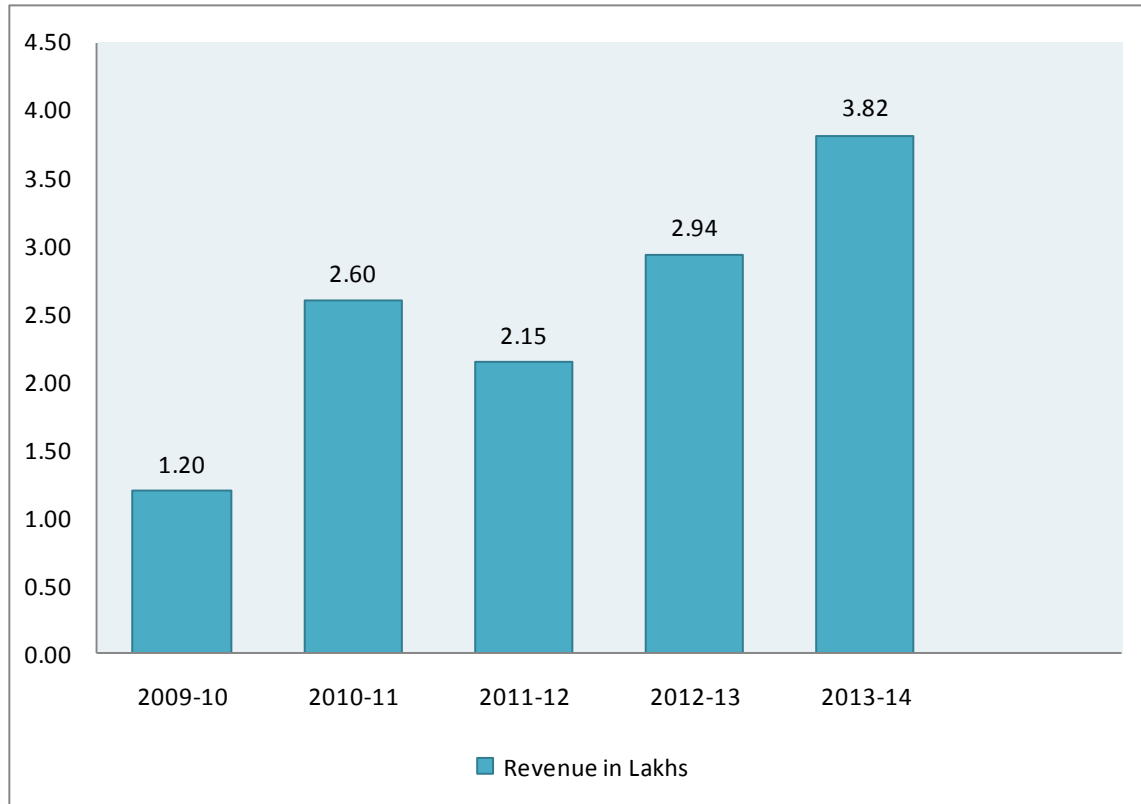




**REGIONAL REFERENCE STANDARDS LABORATORY,
GUWAHATI
(2013-14)**

Description	2009-10	2010-11	2011-12	2012-13	2013-14 (Upto 31-03-13)
No. of Standards verified	--	41	3	3	34
No. of industries benefited	10	23	10	12	02
No. of certificates issued	05	64	31	34	74
No. of models approved	05	08	19	23	05
No. of seminar conducted	--	--	--	--	02
Revenue collected (in Lakhs)	1.20	2.60	2.15	2.94	3.82

REVENUE COLLECTED DURING THE LAST FIVE YEARS



CHAPTER – X

NATIONAL TEST HOUSE



Introduction :

10.1 The National Test House (NTH), a subordinate office under the administrative control of Department of Consumer Affairs, is a premier Scientific Institution of the Country, established way back in 1912, under the then Railway Board and since then it has grown into a laboratory of national importance in the field of testing, evaluation and quality control of various engineering materials and finished products. It is actively

involved in all respects of technology connected with industry, commerce, trade and standardization. It has played a pivotal role in the development of indigenous industries and serves as a vital link between industrial research and manufacture of finished products under rigid quality control. The prime scientific and technological service what NTH discharges among other allied services is the testing, quality evaluation and ensure the quality of almost all sorts of industrial and consumer products except drugs,



arms and ammunition by issuing test certificate in accordance with the national/international or customer standard and specification.

10.2 Organization :

10.2.1 National Test House , Kolkata was established at Alipore in 1912.

Regional Laboratories of NTH are:

National Test House (ER), Kolkata at Alipore in 1912 & Salt Lake in 2003

National Test House (WR), Mumbai in 1963

National Test House (SR), Chennai in 1975

National Test House (NR), Ghaziabad in 1977

National Test House (NWR), Jaipur in 1994

National Test House (NER), Guwahati in 1996

10.2.2 Details of staff strength as on 31.03.14:

	Gazetted	Non-Gazetted	TOTAL
Sanctioned	201	504	705
Actual	133	327	460

10.3 Services offered by NTH are:

- (i) Testing and evaluation of materials, products, in practically all branches of Science and Technology except pharmaceuticals, arms

and ammunitions in accordance with National/International Standards.

- (ii) Calibration at the level of Echelon-II and maintenance of proper standards and reference in areas of its competence.
- (iii) Research and Development in testing and measurement technology and related areas.
- (iv) Helping industries in developing indigenous products for Import substitution & Export promotion.
- (v) Consultancy on all sorts of failure analysis of engineering materials as well as in small scale industrial development related to engineering & material products.
- (vi) Structural Evaluation & Rehabilitation of Heritage Buildings.
- (vii) Assistance to NABL Board in the process of Laboratory Accreditation.
- (viii) Assistance to BIS in Standardizing the Indian Specifications.



- (ix) Imparts training in ‘Testing and Measurement Technology’
- (x) Certifying welders under the scheme of ‘Central Authority for Testing and Certification of Welders’ of Indian Boilers Regulation Act, 1950.
- (xi) NTH has also been considered as an independent reference laboratory for arbitration of disputed samples with respect to quality compliance as per the various standards.
- (xii) Participates in major fairs at the near locations and arranges discussions and demonstrations to create consciousness in quality standard among small entrepreneurs and the customers.
- (xiii) In ascertaining the quantity of adulteration in “Special Denatured Spirit”, Chemical Lab of NTH (ER), Kolkata was declared as state notified laboratory by the Govt. of West Bengal in Gazette Notification.

10.4 Facilities available in NTH labs:

Testing & Evaluation services in following fields:

- Chemical,
- Mechanical,
- Electrical,
- Civil Engineering,
- Non-Destructive Testing,
- RPPT(Rubber, Plastics, Paper & Textiles)

Calibration services (Echelon level-II)

- Mechanical parameters
- Electrical & Thermal parameters

10.4.1 The NTH is also providing Industrial Quality Consultancy Services (IQCS) in the following specialized areas :-

- a) Techno- managerial service for setting up of testing and calibration laboratory.
- b) Material identification consultancy in problems relating to import substitution.
- c) Failure analysis for engineering materials and plant/system and remedial measures.



- d) Quality improvisation of paints and allied materials, fine chemicals, pesticides etc.
- e) Development of test and calibration methodology.
- f) Strength, Serviceability and Durability (SSD) consultancy for civil constructions.
- g) Interpretation of Radiograph and grading of severity of defects with reference to standards
- h) Small Scale Industrial Development consultancy

10.5 High Power Advisory Committees for NTH :

Two high power Committees exist to advise NTH on policy and various administrative matters. These are - (1) Executive Committee and (2) Technical Advisory Council.

(i) Executive Committee (EC) :

The Executive Committee of NTH(EC) has been reconstituted under the Chairmanship of the Secretary to the Ministry of Consumer Affairs, Food and Public Distribution with Director General, NTH, Kolkata as the Member-Secretary. To consider administrative

and financial matters related to NTH, Members from Government Departments and Scientific and Technical Institution / Organizations have been nominated. EC Meeting is held to take decisions on the problems faced by NTH and its overall development.

(ii) Technical Advisory Council (TAC) :

The Technical Advisory Council for NTH (TAC) works under the Chairmanship of DG (NTH) and the members have been nominated from BIS, New Delhi and Kolkata, NPL, New Delhi, Head of Electrical Engineering, Jadavpur University, Kolkata, Head, Civil Engineering Department of Bengal Engineering & Science University, Howrah, Prof. Material Science, IIT, Kharagpur, along with all the regional heads of NTH as members. The Director, NTH (ER) has been nominated as Member-Secretary. The main functions of the Advisory Council is to advise for procurement of sophisticated equipment for NTH in various disciplines, modifications/deletion of present areas of work and addition of new areas/activities in testing and calibration, identification of areas of cooperation and coordination between NTH and BIS and also identification of new business areas.



10.6 Plan Activity :

10.6.1 To enable NTH to play its role effectively in the field of quality control, material evaluation, standardization and assistance in industrial development, it has been brought under the Plan Scheme. The Scheme envisages augmentation and modernization of testing facilities for the benefit of small scale industries in particular. The activities of the NTH are

being regularly covered under the scheme since 5th Five Year Plan.

10.6.2 Total RE allocation under Plan Head 2012-13 was Rs. 13 crore and expenditure incurred was Rs. 11.98 crore; thereby utilization was 92.15%. In the year 2013-14, expenditure incurred was Rs. 11.84 crore against RE of Rs. 11.86 crore & utilization was 99.80%.



10.7 Expenditure (Plan & Non-plan) incurred at the six centres of NTH are as follows:-

Expenditure incurred (excluding major works outlay) :

(Rupees in lakh)

Sl. No.	Name of the Region	2011-12			2012-13			2013-14 (up to 31 st March, 2014)		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	total
1	ER, Kolkata, incl. Head qrs	460.42	1079.87	1540.29	317.42	1176.96	1494.38	355.55	1191.19	1546.74
2	WR, Mumbai	63.73	355.68	419.41	34.51	412.67	447.18	67.10	402.41	469.51
3	SR, Chennai	50.02	361.02	411.04	48.82	389.63	438.45	59.77	408.45	468.22
4	NR, Ghaziabad	47.68	395.03	442.71	41.35	462.79	504.14	67.34	486.07	553.41
5	NWR, Jaipur	22.79	96.63	119.42	29.54	106.15	135.69	36.86	131.40	168.26
6	NER, Guwahati	14.12	63.58	77.70	9.73	64.94	74.67	21.06	72.23	93.29
	Total	658.76	2351.81	3010.57	481.37	2613.14	3094.51	607.69	2691.74	3299.43

10.8. Performance :

10.8.1 Revenue Earned :

(Rupees in lakh)

Sl No.	Name of the Region	2011-12	2012-13	2013-14
1	NTH(ER), Kolkata	353.95	363.86	477.4
2	NTH(WR), Mumbai	254.54	248.43	235.54
3	NTH(SR), Chennai	200.45	216.67	280.36
4	NTH(NR), Ghaziabad	444.73	465.96	451.97
5	NTH(NWR), Jaipur	108.93	121.73	125.09
6	NTH(NER), Guwahati	23.00	29.45	24.67
	Total	1385.60	1446.10	1595.03



CHAPTER – XI

NUMBER OF SC/ST/OBC/PWD/EXM OFFICERS

11.1 The instructions issued by the Department of Personnel and Training from time to time regarding representation of Scheduled Caste/Scheduled Tribes/OBCs in direct recruitment and promotion to various grades and services were followed.

11.2 The number of persons belonging to Scheduled Castes, Scheduled Tribe, Other Backward Castes, Persons with Disabilities and Ex-Servicemen employed in the Department of Consumer Affairs and its attached/subordinate offices are as under:-

STATEMENT SHOWING THE NUMBER OF SC/ST/OBC/PWD/EXM/ WOMEN (As on 31.3.2014)

Group of Post	Sanctioned Strength	Total Number of employees in position	Number of employees out of Col.3 belonging to							
			SC	ST	OBC	Persons with Disabilities			EXM	WOMEN
						VH	HH	OH		
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.
Group A	171	121	17	9	13	-	-	1	2	8
Group B Gazetted	170	130	22	6	7	-	-	2	-	30
Non-Gazetted	206	109	17	2	18	-	-	6	-	30
Group C	584*	453	111	36	48	-	3	7	3	54
TOTAL	1131	813	167	53	86	-	3	16	5	122

VH – Visually Handicapped

HH – Hearing Handicapped

OH – Orthopedically Handicapped

EXM – Ex-serviceman

Note: The compilation includes information in respect of the Deptt. Of Consumer Affairs and the following attached/subordinate offices of the Deptt.

National Test House-Kolkata

National Consumer Disputes Redressal

Commission-New Delhi.

Indian Institute of Legal Metrology-Ranchi.

Regional Reference Standards Laboratories-(Ahmedabad, Bangalore, Bhubaneswar, Faridabad, Guwahati.

* Forward Markets Commission-Mumbai has been transferred to Deptt. of Economic Affairs w.e.f. 05.9.2013, hence the total sanctioned strength has come down from 1244 to 1132.



Consumers: Discharge Your Responsibilities, Assert Your Rights.

JAGO GRAHAK JAGO

Sayani Rani says....
Know the Provisions of Consumer Protection Act, 1986 and become an enlightened Consumer.

Who Can approach Consumer Court:

- A Consumer.
- Any Voluntary Consumer Association registered under the Companies Act 1956 or any other Law for the time being in force.
- The Central Government or any State Government.
- One or more consumers having common interest.
- In Case of death of a consumer, his legal heir or representative.

An aware consumer is an empowered Consumer!

For filing of complaints, consumers can call:
National Consumer Helpline No. 1800-11-4000 (Toll Free from BSNL/MTNL)
011-27006500 (12 Lines) (Normal call charges apply) or by sending an SMS to 8800939717 from your mobile.
To file online complaint, log on to: www.core.nic.in or call toll - free No. 18001804566

Consumers can call :
National Consumer Helpline No. 1800-11-4000 Toll Free
(From BSNL/MTNL lines)
011-27662955, 56, 57, 58
(Normal Call Charges Apply)
(9.30 am to 5.30 pm - Monday to Saturday)

Issued in Public Interest by:

Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India
Krishi Bhawan, New Delhi- 110 001 Website : www.fcamin.nic.in



CHAPTER – XII

SEXUAL HARASSMENT OF WOMEN AT WORK PLACE CONSTITUTION OF COMPLAINTS COMMITTEE

12.1 In order to implement the guidelines of Hon'ble Supreme Court on prevention of sexual harassment of women at work place, a Complaint Committee was constituted in the Department of Consumer Affairs on 3rd August, 1998 which has been reconstituted on 08.11.2013. The Committee is headed by Ms. Chandralekha Malviya, Senior Economic Adviser as the Chairperson with Ms. Pratibha, Deputy Economic Adviser, Ms. Prema Bhatt, Under Secretary, one representative from YWCA, New Delhi as members and Sh. M.A. Chaudhury, Under Secretary as Member-Secretary. This Committee has been entrusted with the work relating to the time bound redressal of grievances of by women employees.

In addition, this Cell also functions as a Women's Cell which broadly covers the following areas:

- a) To attend to and co-ordinate the action for improvement of working conditions for women employees of the Department.
- b) To attend to and expedite action on the complaints received from the women employees.
- c) Other general areas concerning the welfare of women employees.

12.2 No complaint in this regard has been received by this Cell so far. However, interactive meetings are held periodically with all lady employees of the Department to get first hand information regarding their problems, if any, so that remedial measures could be taken.



Consumers: Discharge Your Responsibilities, Assert Your Rights.



Sayani Rani says....

Know the Provisions of Consumer Protection Act, 1986 and become an enlightened Consumer.

When to approach Consumer Court:

- If you have suffered loss or damage as a result of any unfair/restrictive trade practices adopted by the trader.
- If the goods purchased suffers from any defect.
- If the service hired/availed of suffers from deficiencies in any respect.
- If you have been charged a price in excess of the price displayed or fixed by or under any law in force or agreed between the parties.
- If the goods purchased or services availed are hazardous to life and safety.

An aware consumer is an empowered Consumer!

For filing of complaints, consumers can call:

National Consumer Helpline No. 1800-11-4000 (Toll Free from BSNL/MTNL)

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Consumers can call :

National

Consumer Helpline No.

1800-11-4000 Toll Free

(From BSNL/MTNL lines)

011-27662955, 56, 57, 58

(Normal Call Charges Apply)

(9.30 am to 5.30 pm -

Monday to Saturday)



Issued in Public Interest by



Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs, Government of India
Kirti Bhawan, New Delhi- 110 001 Website : www.fcamin.nic.in



CHAPTER – XIII

PROGRESSIVE USE OF HINDI

COMPLIANCE WITH THE OFFICIAL LANGUAGES ACT AND RULES FRAMED THEREUNDER

13.1 The Department has a Hindi Division under the Joint Director(OL) which is responsible for entire translation work of the department, implementation of Official Languages Policy of the Govt. of India in the department and its attached and subordinate offices and their field organizations. The important activities undertaken during the year are as under:

- i) During the year, appropriate action was taken to ensure implementation of the provisions of the Official Languages Act and the Rules framed thereunder.
- ii) For ensuring compliance with the provisions of the Official Languages Act, 1963 and rules framed thereunder, checkpoints have been set up in the Department. Effective steps were taken for adherence to these checks points.
- iii) The attached/subordinate offices under the Department wherein 80% or more of staff (except Group “D”) have a working knowledge of Hindi, have been notified in the Gazette of India as required under

Rule 10(4) of the Official Languages (Use for Official Purposes of the Union) Rules, 1976. Orders to make all correspondence in Hindi under rule 8(4) of the said Rules have also been issued by the Department and the offices so notified under rule 10(4).

REVIEW

13.2 The Annual Programme for the year 2013-2014 for implementation of the Official Language Policy of the Union, issued by the Department of Official Language as well as orders issued by them were circulated in the Department and to all the attached/subordinate offices for compliance. Progress made in this regard was reviewed through the quarterly reports received from them and critically discussed in the meetings of the Official Language Implementation Committee.

13.3 Regular meetings of the Official Language Implementation Committee, set up in the Department to review the progress made in implementation of Official Language policy in the Department as well as in its attached/subordinate offices were held during the year. Emphasis was laid in the meetings on innovative ideas for promotion of Hindi, as also for

complementary use of regional languages.

13.4 Meeting of the Hindi Salahakar Samiti of the Ministry was held on 12th February, 2014. Follow up action on the minutes of the meeting is being taken.

INCENTIVE SCHEMES

13.5 The scheme for awarding cash prizes to Central Govt. Employees for noting and drafting in Hindi continued to be implemented during the year.

13.6 Special incentive for Hindi typing in addition to English typing continued to be given to employees of the Department.

13.7 The Department observed Hindi fortnight from 15.09.2013 to 30.9.2013. During this fortnight various competitions were organized with a view to encouraging the officers/employees of the Department for doing their official work in Hindi. The prizes were distributed by the Secretary (CA) in a prize distribution ceremony held on 10th October, 2013.

OTHER ACTIVITIES

13.8 Steps were taken to ensure progressive use of Hindi for correspondence in Hindi with the central Government offices located in various regions in accordance with the targets fixed by the Department of Official Language in this regard.

13.9 Employees not yet trained in the Official Language, Hindi stenography and Hindi typing were nominated for training in the respective field.

13.10 To impart training in noting and drafting in Hindi, workshops were organized in the Department.

13.11 Hindi Newspapers, Magazines and journals were purchased regularly for the library of the Department.

13.12 Continuous efforts are being made to encourage progressive use of Hindi in official work not only in the Department but also in its attached and subordinate offices. Inspections were conducted to watch the progress in this regard.





CHAPTER – XIV

DEVELOPMENT OF NORTH EASTERN REGION

PRICE MONITORING IN NORTH-EASTERN STATES

14.1 Price monitoring based on the daily and weekly price reports on 22 essential commodities from the North Eastern States continued.

WEIGHTS AND MEASURES

14.2 RRSL Guwahati is functioning from new campus from 1st May, 2009 and provides services to North Eastern States in the field of Legal Metrology. Department has also provided Grant in Aid/Equipments of Rs.12.82 Cr. to NER.

BUREAU OF INDIAN STANDARDS

14.3 Bureau of Indian Standards has a Branch Office at Guwahati (GHBO), which caters to Quality Control, Certification and training need of the industries in the North Eastern Region. GHBO provides information on certified goods to the State Governments. To cater better service for the industries, BIS has already purchased approx. 9900 sq. feet of space for office building and approx. 900 sq. feet of space

for laboratory building from Assam State Co-operative Housing Federation Limited (HOUSEFED). GHBO along with its testing laboratory has been shifted and started functioning from the new premises since Jan 2014.

BIS is carrying out publicity in all seven North Eastern States through DAVP, informing the consumers about the benefits of purchasing products with Standard Mark and jewellery with Hallmark. In this region, the first all India licence was granted for the product, Bamboo Mat corrugated Sheet as per IS 15476:2004.

The total operative BIS licence in all Seven North Eastern States as on 31 Mar 2014 are 517 (394 licences for product and 123 licences are for Hallmarking).

The state-wise distribution of 388 Product Certification Licences is as given below:

Assam	-	-	-	254
Tripura	-	-	-	29



Manipur	-	-	-	11
Arunachal Pradesh	-	-	-	13
Mizoram	-	-	-	07
Meghalaya	-	-	-	64
Nagaland	-	-	-	16
			Total	394

The state-wise distribution of 123 Hallmarking Licences is as given below:

Assam	-	-	-	99
Tripura	-	-	-	24

GHBO also has a testing laboratory attached to it where physical tests for HSDS bar and plain round bar of size upto 20mm diameter, dimensional tests for corrugated and semi-corrugated asbestos cement sheet etc. are carried out. No chemical testing facility is available at present.



CHAPTER – XV

INTERNAL FINANCE DIVISION

INTRODUCTION

15.1 The Internal Finance Division of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs) is headed by an Additional Secretary and Financial Adviser.

FUNCTIONS

15.2 It is the duty of Integrated Finance Division:-

- To ensure that the schedule for preparation of budget is adhered to by the Ministry and the Budget is drawn up according to the instructions issued by Finance Ministry from time to time.
 - To scrutinize budget proposals thoroughly, before sending them to Ministry of Finance.
 - To see that complete departmental accounts are maintained in accordance with the requirements
- under the General Financial Rules. It should, in particular, be ensured that the Ministry not only maintains accounts of expenditure against the Grants or Appropriations directly controlled by it but also obtains figures of the expenditure incurred by the subordinate offices so that the Ministry has a complete month to month picture of the entire expenditure falling within its jurisdiction;
- To watch and review the progress of expenditure against sanctioned grants through maintenance of necessary Control Registers and to issue timely warnings to Controlling authorities where the progress of expenditure is not even;
 - To ensure the proper maintenance of the Register of Liabilities and commitments as required under the G.F.Rs. to facilitate realistic



- preparation of budget estimates, watching of book debits and timely surrender of anticipated savings;
- To screen the proposals for supplementary demands for grants;
 - To advise the Administrative Ministry on all matters falling within the field of delegated powers. This includes all powers other than those devolving on a Ministry in its capacity as Head of Office. It has to be ensured by I.F. Division that the sanctions issued by Administrative Ministry in exercise of delegated powers clearly indicate that they issue after consultation with IF Division.
 - To be involved in and coordinate the preparation of Outcome Budget of the Department;
 - To ensure high quality appraisal and evaluation of Schemes/ Projects with requisite rigor.
 - To scrutinize proposals for re-delegation of powers to subordinate authorities;
 - To keep itself closely associated with the formulation of schemes and important expenditure proposals from their initial stages;
 - To associate itself with the evaluation of progress/ performance in the case of projects and other continuing schemes, and to see that the results of such evaluation studies are taken into account in the budget formulation;
 - To watch the settlement of audit objections, inspection reports, draft audit paras, etc;
 - To examine foreign deputation proposals in respect of officers of the Department and organizations under its administrative Control.
 - To represent Central Government in the Finance Committee and Executive Committee of BIS.
 - To ensure prompt action on Audit Reports and Appropriation Accounts,
 - To screen all expenditure proposals requiring to be referred to Finance Ministry for concurrence or advice.



- To ensure regular and timely submission of the prescribed statements, reports and returns required by Finance Ministry.

15.3 DEPARTMENTALISED PAYMENT AND ACCOUNTING ORGANISATION

1. ORGANISATIONAL SET UP:

The Secretary of Department of Consumer Affairs is the Chief Accounting Authority who is assisted by AS & FA and the Chief Controller of Accounts of the Department of Consumer Affairs.

The departmentalized payment and accounting organization of the Department of Consumer Affairs has four Pay and Accounts Offices located at New Delhi, Mumbai, Chennai and Kolkata besides one Principal Accounts Office located at New Delhi. The Chief Controller of Accounts is the Head of the payment and accounting organization of Department of Consumer Affairs.

2. FUNCTIONS & RESPONSIBILITY:-

The Payment and Accounting Organization under the Chief Controller of Accounts is responsible for:-

- (i) Arranging payments through Pay and Accounts Offices and cheque drawing and disbursing officers for pay and allowances, provident fund claims, office contingencies, miscellaneous payments, loans and advances to Government Servants and others as well as grants-in-aid. There are 4 PAOs, 1 CDDO (IILM, Ranchi) and 17 Non-CDDOs in the Department of Consumer Affairs. The Non-CDDOs present their claims/bills to the accredited PAOs who issue cheque after scrutiny of the bills. The CDDO is authorized to make payments for salaries and contingent claims after observing the relevant checks. The CDDO issues cheques on the basis of Letter of Credit (LOC) issued in their favour by the concerned PAO to the accredited bank branch.
- (ii) Issuance of Pension Payment Orders (PPO) in respect of retiring Government servants and payment of retirement benefits
- (iii) Supervision & Monitoring of Utilization Certificates.



- (iv) Maintenance of Loans and Grants in Aid to State Govt/PSU/Autonomous Bodies
- (v) Technical Advice to Ministry/Department/PSU/Autonomous Bodies
- (vi) Review of Expenditure under Modified Cash Management System
- (vii) The Internal Audit Unit is responsible for conducting the inspection and internal audit of offices of all DDOs and other auditable units of the Departments of the Ministry.

15.4 The Principal Accounts Office of this Ministry generates periodic reports like the monthly accounts, Expenditure Statements, Plan Expenditure Review, Annual Accounts etc. The monthly accounts provide an overall Head-wise picture of Receipts & Payments. The Principal Accounts Office compiles the monthly accounts submitted to it by the various PAOs through e-lekha . The consolidated account of the Ministry is sent to the Controller General of Accounts, Ministry of Finance for further

consolidation of accounts of the Union of India. Several important reports are generated by using 'COMPACT'

15.5 In the **Pay and Accounts Offices**, 'COMPACT' software covers the major accounting tasks of the PAO's and supplies input through E-lekha. It is designed and developed with an attempt to address all the Software System Attributes such as availability, portability, security and maintainability. The features of the software are:

- (i) It is at the lowest level of accounting and it provides information to the higher levels of accounting system for further processing.
- (ii) It covers all the major accounting and payment functions i.e. Pre Check, Budget, Compilation, GPF and Pension.
- (iii) It aims at generation of Monthly Consolidated Accounts data in the electronic format for incorporation of the Principal Accounts Offices in the COMPACT software database.
- (iv) It provides various managerial reports for expenditure analysis like Expenditure Control Register, Receipts versus Expenditure comparison, Date



wise Monthly Statement (DMS) etc.

(v) It would help in preparation/printing of cheques to be issued by the PAOs.

15.6 E-Lekha is a G2G e-governance initiative. The scope of the COMPACT software is now extended to generate a daily closing accounting and administrative data sub set, which can be exported to a central data base server at the end of each day from each PAO. As and when the data from each of the more than 300 odd PAOs are received at the Database server, this web-based application will facilitate an ONLINE Financial Information System for fact based fiscal management.

15.7 The Internal Audit is managed by two Audit Parties, one at Kolkata and one at Headquarters New Delhi under the overall control of Chief Controller of Account. The Internal Audit examines several areas including management of records, implementation of various financial & accounting manuals, pointing out financial irregularities & procedural lapses.

A total number of thirteen (13) Units were approved to be audited during

the period 2013-14, which were duly audited by both the Internal Audit Parties, and all the Reports were also issued.

15.8 A number of paras raised by audit resulted in recovery of over payment & recovery of Govt. dues from various Authorities/Institutions. Suggestions were also made by the Internal Audit Parties to DDOs for proper maintenance of records and to follow provisions contained in General Financial Rules for procurement of Govt. Stores.

15.9 ACHIEVEMENTS (UP TO 31ST MARCH, 2014):

1. The actual expenditure of the Department of Consumer Affairs during 2013-14 was 380.91 crores under Grant No.16.
2. All payments are electronics through RBI Advice or GePG gateway directly to the bank account of the beneficiary.
3. All the GPF Final Payment cases received during 2013-14 were cleared.
4. All the Superannuation pension and Family pension cases received during 2013-14 were cleared.



5. All the bills received during 2013-14 were processed. There was no outstanding bill as on 31-03-2014.
6. All the Accounting Reports were submitted in time to Controller General of Accounts during 2013-14.
7. 13 Audit were approved for the year 2013-14, Audit of 13 units including grantee institutions were conducted during 2013-14.
8. Special Audit: Apart from above, a special audit of Consumer Legal Aid Account (CLAA), maintained by National Commission Disputes Redressal Commission (NCDRC) was also conducted on the directions of the Ministry during the period 24th February, 2014 to 07th March, 2014, and the Audit Report, containing 05 Audit Paras was also issued on 11th March, 2014.
9. As per the recommendations of 6th pay commission pension cases were to be e-revised and uploaded on the Portal of Central Pension Accounting Office (CPAO), Ministry of Finance. As on 31-03-2014 with reference to the e-scroll data uploaded in CPAO Portal only 9 cases pertaining to pre 1990 retirees are pending in the four Pay & Account Offices of the Department as the pensioners need to be traced.
10. 84 Employees Attended training programs conducted by Institute of Government Accounts and Finance & National Institute of Financial Management during 2013-14 for in service training.



Statement showing BE, RE and Actual in respect of Department of Consumer Affairs for fiscal year 2001-02 to 2013-14 (upto to March, 2014 Provisional)

(Rs. In Crore)

Year	Demand No.	Budget Estimates			Revised Estimates			Actual		
		Plan	Non-Plan	Total	Plan	Non-Plan	Total	Plan	Non-Plan	Total
2001-2002	36	8.50	37.55	46.05	10.77	63.24	74.01	9.24	60.90	70.14
2002-2003	39	10.15	52.48	62.63	7.50	75.33	82.83	7.13	88.85	95.98
2003-2004	18	9.67	24.76	34.43	9.67	32.98	42.65	8.24	34.85	43.09
2004-2005	18	18.25	32.55	50.80	18.25	64.81	83.06	36.11	43.26	79.37
2005-2006	17	107.94	56.90	164.84	90.00	59.89	149.89	86.09	34.04	120.13
2006-2007	17	163.00	68.00	231.00	150.00	52.66	202.66	133.96	35.43	169.39
2007-2008	17	213.00	57.24	270.24	150.00	54.35	204.35	105.83	36.68	142.51
2008-2009	15	209.00	55.03	264.03	160.00	253.65	413.65	142.33	189.42	331.75
2009-2010	16	209.00	271.90	480.90	164.00	264.86	428.86	146.23	231.52	377.75
2010-2011	16	220.00	269.00	489.00	198.00	521.72	719.72	187.92	513.96	701.88
2011-2012	16	225.00	375.36	600.36	185.00	337.61	522.61	175.62	330.89	506.51
2012-2013	16	241.00	383.09	624.09	150.00	363.10	513.10	126.40	360.85	487.25
2013-2014	16	241.00	361.70	602.70	192.00	266.66	458.66	191.67	259.86	451.53*

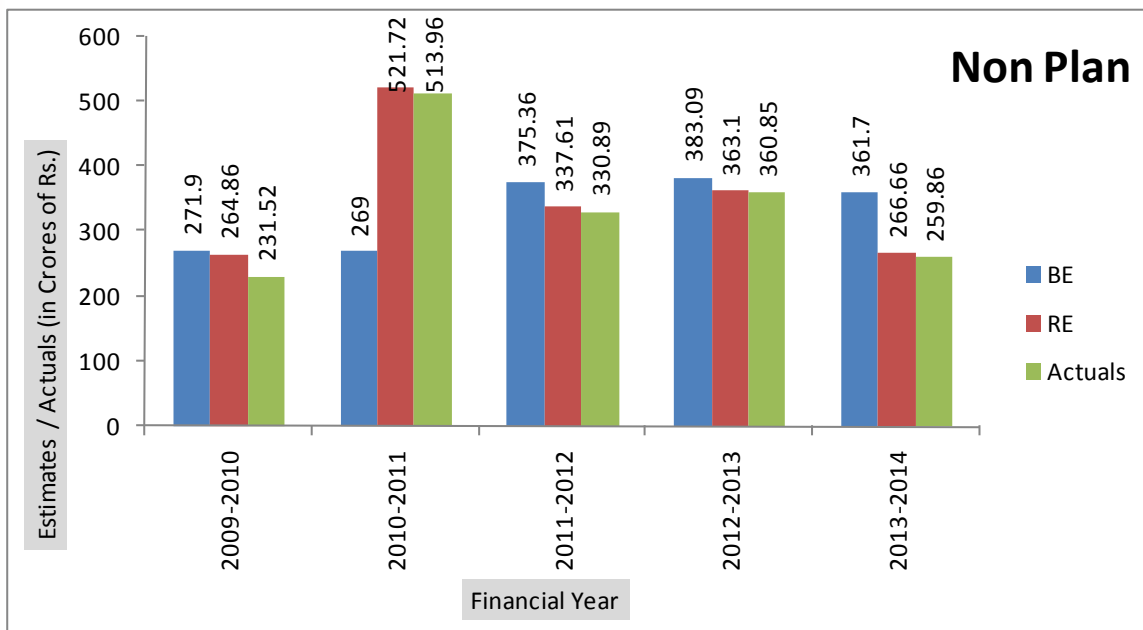
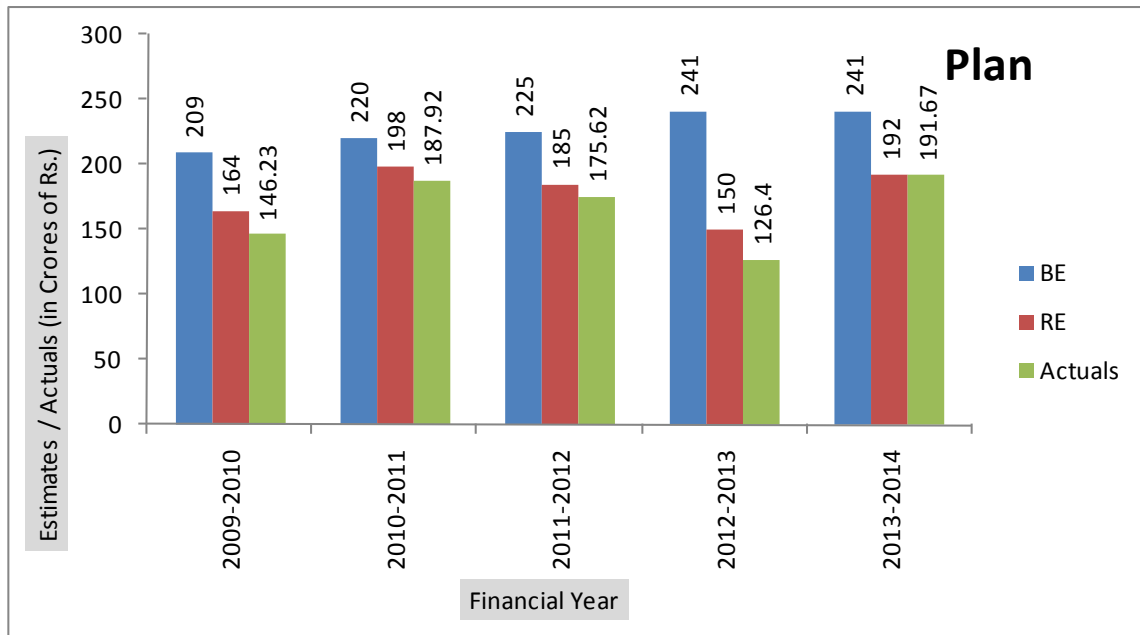
* Provisional Expenditure upto 31st March, 2014 as intimated by Pr. Accounts Office and includes the amount of Rs. 70.62 crores authorized in favour of other Ministries/ Departments.

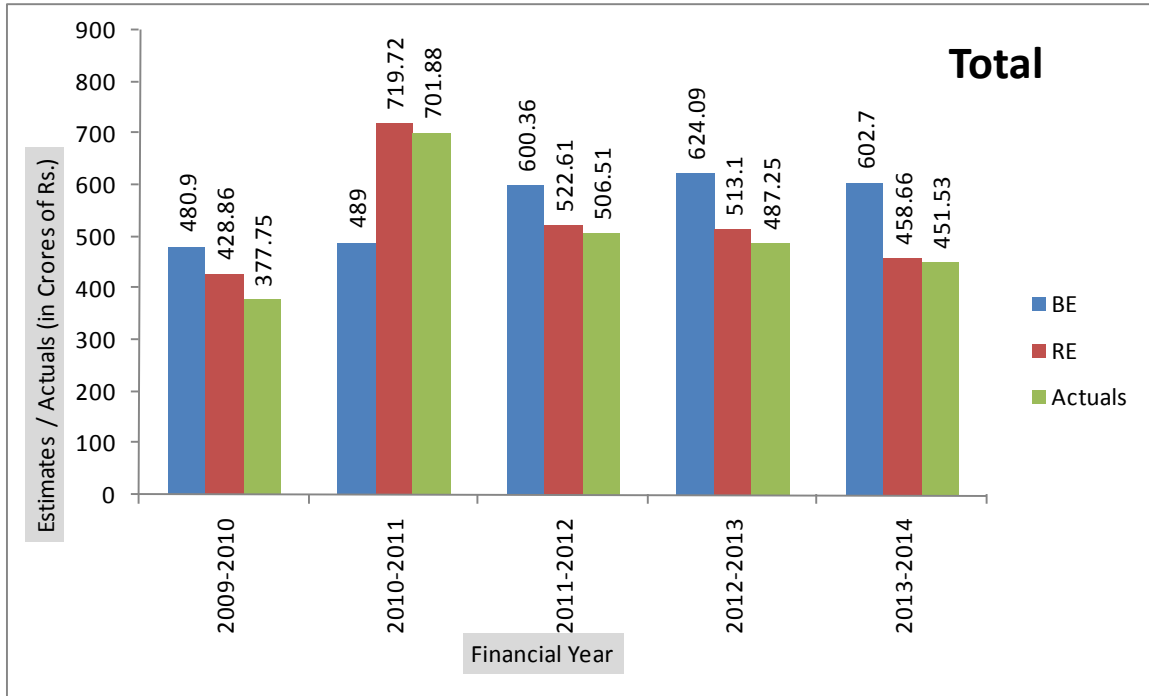
SUMMARY OF AUDIT OBSERVATIONS

Action Taken Notes on the Outstanding Audit Reports of the C&AG

Position of ATNs in respect of Audit observations pertaining to the Department of Consumer Affairs (as on 31.03.2014).

Name of Ministry/ Department	CAG Reports of 2010-11	CAG Reports of 2011-12	CAG Reports of 2012-13	Total (1+2+3)
	(1)	(2)	(3)	(4)
Ministry of Consumer Affairs, Food & PD (Department of Consumer Affairs)	0	0	0	0







Stop! Check the Expiry Date! before you buy

In case the packages do not carry these declarations, A complaint can be lodged with the office of the Controller, Legal Metrology or Food Inspector. Legal Metrology of your State/UT

These details should be declared by the manufacturer for their products without fail

Batch No..... Mfg Date.....
Expiry Date..... Net Wt.....
Net qty..... MRP Rs.....
Ingredients and nutrition facts
Name and address of Manufacturer or Marketing agent Help Line No.
ISI/FOOD/AGRI/MPK/CG CERTIFICATION ETC.

Look for

JAGO GRAHAK JAGO

National Consumer Helpline No.
1800-11-4000 (Toll Free)
011-27066500, 276629855, 56,57,58 (normal call charges applicable)
SMS your name & city to 8800939717 from your mobile

Issued in public interest by:
**Ministry of Consumer Affairs,
Food and Public Distribution
Government of India**
Atish Dharwadkar, New Delhi 110 001 Website: www.fci.gov.in



CHAPTER - XVI

SCHEMES FOR THE BENEFIT OF THE PERSONS WITH DISABILITIES

**STATEMENT SHOWING THE NUMBER OF PERSONS WITH DISABILITIES
IN VARIOUS GROUPS
(As on 31.03. 2014)**


16.1 Name of Ministry/Department: **Department of Consumer Affairs**
Office/Organization:

Group of Post	Sanctioned Strength	Total Number of Employees in position	Number of Persons with Disabilities Out of col. 3		
			VH	HH	OH
1.	2.	3.	4.	5.	6.
Group A	171	121	-	-	1
Group B	376	239	-	-	8
Group C	584	453	-	3	7
Total	1131	813	-	3	16


VH – Visually Handicapped

HH – Hearing Handicapped


OH – Orthopedically Handicapped




**IT'S
FUN TO
EAT FOOD
BUT
SIN TO
WASTE FOOD**
Think Before You Waste



Agreed, it is a blessing to serve food on social occasions, but to waste it by spending lavishly amounts to sin. Serve to needs, serve by required limits, serve by essential specialities. Avoid needless extravagance on food. **DON'T COMMIT A SIN.**



Issued in public interest by
**Ministry of Consumer Affairs,
Food and Public Distribution**
Department of Consumer Affairs, Government of India
Krishi Bhawan, New Delhi 110 001 Website: www.fcomia.nic.in



National Consumer Helpline No. **1800-11-4000** (Toll Free)
011-27006500, 27662955, 56, 57, 58 (normal call charges applicable)
SMS your name & city to **8800939717** from your mobile



CHAPTER - XVII

RESULTS FRAMEWORK DOCUMENT OF THE DEPARTMENT OF CONSUMER AFFAIRS FOR THE YEAR 2012-13

17.1 The Results Framework Document (RFD) of the Department contains the agreed objectives, policies, programmes and projects, alongwith success indicators and targets to measure progress in implementing them. The implementation of RFD was started in 2009-10 under the supervision of the Cabinet Secretariat and full fledged

evaluation through RFD started from the year 2010-11 onwards.

17.2 The RFD 2012-13 identified action points, deliverables and milestones involving the main divisions in the department and achieved a composite score of 85.19 for 2012-13 is as per Annexure, this improve the evaluation score of 77.57 achieved during the year 2011-12.



Annexure



R F D

(Results-Framework Document)

for

Department of Consumer Affairs

(2012-2013)



Section 1: Vision, Mission, Objectives and Functions

Vision

Our vision is to protect the rights and interests of consumers, to spread awareness about consumer rights, duties and responsibilities and to promote consumer welfare by strengthening consumer movement in the country.

Mission

We will fulfil our mission through progressive consumer related legislations and effective implementation of various consumer welfare schemes. Active participation of State Governments, academic and research institutions, schools and voluntary organizations will be sought to create a vibrant consumer movement in the country. Strict standards for consumer products are developed and enforced. Price stability is ensured through effective use of legislation and direct market intervention.

Objective

- 1 Enhancement of awareness of consumers about their rights and responsibilities
- 2 Provision of effective, inexpensive and speedy redressal system to consumers
- 3 To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of the Legal Metrology Act, 2009
- 4 Strengthening of National Test House (NTH) laboratories
- 5 Completion of an independent evaluation of NTH Lab
- 6 Efficient Regulation of Commodity Futures Markets



- 7 Strengthening of Forward Markets and Forward Markets Commission
- 8 Formulate Standards and strengthen Conformity Assessment of Products and Services
- 9 To promote and protect the interests of consumers through various Schemes
- 10 Implementation and regulation of Essential Commodities Act
- 11 Monitoring of prices of Essential Commodities

Functions

- 1 **CONSUMER PROTECTION** (i) Implementation of Consumer Protection Act, 1986, (ii) National Consumer Disputes Redressal Commission (NCDRC), (iii) National Test House (NTH), (iv) Regulation of Packaged Commodities and implementation of new Act namely, the Legal Metrology Act, 2009.
- 2 **CONSUMER AWARENESS** (i) Jago Grahak Jago multimedia campaign
- 3 **SETTING STANDARDS** (i) Implementation of Bureau of Indian Standards Act, 1986
- 4 **REGULATION OF ESSENTIAL COMMODITIES ACT, 1955** (i) Implementation of Essential Commodities Act, 1955, (ii) Implementation of Prevention of Black Marketing & Maintenance of supply of Essential Commodities Act, 1980
- 5 **CONSUMER COOPERATIVES** (i) National Consumer Cooperatives Federation Ltd (NCCF)



- 6 **COMMODITY EXCHANGES** (i) Regulation of Commodities futures through the Forward Markets Commission, (ii) Implementation of Forward Contract (Regulation) Act, 1952
- 7 **MONITORING OF PRICES OF ESSENTIAL COMMODITIES** (i) Monitoring of prices and availability of essential commodities, (ii) Availability of Pulses.
- 8 **CONSUMER RELATED PROGRAMMES BY INVOLVING STATES/ UTs/ NGOs** (i) Setting up Consumer Helplines in States and UTs, (ii) Comparative Testing of Consumer Products and Services.



Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent	Very Good	Good	Fair	Poor	
						100%	90%	80%	70%	60%	
[1] Enhancement of awareness of consumers about their rights and responsibilities	10.00	[1.1] Publicity through print advertisement	[1.1.1] Release of advertisements in Hindi, English and regional newspapers. Number of insertions.	Number	2.00	10000	9000	8000	7000	6000	
		[1.2] Publicity through Electronic Media	[1.2.1] Release of audio video spots through DD, AIR, Pvt TV Channels & Pvt FM Radio Stations and LS TV / RS TV. Number of insertions.	Number	5.00	160000	144000	128000	112000	96000	
		[1.3] Publicity through other mediums	[1.3.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions	Number	1.00	7500	7000	6500	6000	5500	
[2] Provision of effective, inexpensive and speedy redressal system to consumers	19.00	[1.4] Development of a composite Consumer Awareness Index (CAI)	[1.4.1] Preparing of an index to prepare a baseline data about level of consumer awareness.	Timeline	2.00	30/09/2012	15/11/2012	1/12/2012	15/02/2013	31/03/2013	
		[2.1] To build up infrastructure in consumer fora required for effective functioning	[2.1.1] Number of consumer fora benefited	Number	5.00	60	60	50	40	30	20
		[2.2] Computerisation of consumer fora under CONFONET scheme	[2.2.1] Completion of computerization programme in all the Consumer Fora in the country	Number	8.00	100	90	80	70	60	

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[3] To augment infrastructure of enforcement machinery Department of States/UTs and implementation of the Legal Metrology Act, 2009	16.00	[2.3] To set up State Consumer Helpline in States/UTs	[2.3.1] Number of additional States Helpline operationalized	Number	6.00	5	4	3	2	1
		[3.1] Assistance in setting up of standards laboratory in States/UTs	[3.1.1] Assistance to States/UTs in setting up of Secondary / Working Standards Laboratories	Number	5.00	40	36	32	28	24
		[3.2] Assessment of functioning of meteorological Lab set up under Legal Metrology Act, 2009	[3.2.1] Assessment of functioning of meteorological Lab set up under Legal Metrology Act, 2009	Number	2.00	40	36	32	28	24
[4] Strengthening of National Test House (NTH) laboratories	7.00	[3.3] Delivery and commissioning of testing equipments	[3.3.1] Supplying of equipment to States/UTs	Number	9.00	1000	900	800	700	600
		[4.1] Procurement and commissioning of Machinery & Equipment	[4.1.1] Utilization of fund allocated under the Head M&E on procurement of Machinery and Equipment	Percentage	7.00	100	90	80	70	60
[5] Completion of an independent evaluation of NTH Lab	7.00	[5.1] Taking necessary steps to initiate evaluation process	[5.1.1] Completion of assigned evaluation job	Date	7.00	01/01/2013	15/02/2013	2 8/02/2013	15/03/2013	31/03/2013
[6] Efficient Regulation of Commodity Futures Markets	4.00	[6.1] Regulation of markets	[6.1.1] Submission of proposal to seek approval of the cabinet for official amendments to Forward Contracts (Regulation) Amendment Bill 2010	Date	2.00	01/01/2013	15/02/2013	2 8/02/2013	15/03/2013	31/03/2013



Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
		6.2] Monitoring of markets	6.2.1] Audit of Commodity Exchanges and members of the Exchanges	Number	2.00	350	315	280	245	210
7] Strengthening of Forward Markets and Forward Markets Commission	12.00	7.1] Development of Commodity Futures Market - capacity building programmes	7.1.1] Organising capacity building programmes	Number	3.00	100	90	80	70	60
		7.2] Development of Commodity Futures Market - awareness and developmental programmes	7.2.1] Conducting awareness and developmental programmes	Number	3.00	500	450	400	350	300
		7.3] Development of Commodity Futures Market - Meetings/interactions with stakeholders	7.3.1] Holding meetings/interactions with stakeholders	Number	2.00	15	12	10	8	6
		7.4] Dissemination of prices through APMC Mandies etc	7.4.1] Connectivity of Commodity Exchanges with APMC mandies	Number	4.00	1500	1200	900	600	300
8] Formulate Standards and strengthen Conformity Assessment of Products and Services	5.00	8.1] Amendment of BIS Act, 1986	8.1.1] Introduction of Bill in the Parliament	Date	5.00	31/07/2012	30/09/2012	0/11/2012	31/01/2013	31/03/2013
9] To promote and protect the interests of consumers through various Schemes * Efficient Functioning of the RFD System	5.00	9.1] Involving VCOs for Comparative Testing	9.1.1] Testing of products & services; giving reports and results	Number	5.00	25	24	23	22	21
	3.00	Timely submission of Draft for Approval	On-time submission	Date	2.0	05/03/2012	06/03/2012	7/03/2012	08/03/2012	09/03/2012
* Administrative Reforms	6.00	Timely submission of Results	On-time submission	Date	1.0	01/05/2012	03/05/2012	4/05/2012	05/05/2012	06/05/2012
		Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	2.0	100	95	90	85	80



CHAPTER – XVII
Results Framework Document of the Department of
Consumer Affairs for the Year 2012-13

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
		Implement ISO 9001 as per the approved action plan	Area of operations covered	%	2.0	100	95	90	85	80
		Identify, design and implement major innovations	Implementation of identified innovations	Date	2.0	05/03/2013	06/03/2013	07/03/2013	08/03/2013	09/03/2013
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	4.00	Implementation of Sevottam	Independent Audit of Implementation of Citizen's Charter	%	2.0	100	95	90	85	80
		Independent Audit of implementation of public grievance redressal system	Independent Audit of implementation of public grievance redressal system	%	2.0	100	95	90	85	80
* Ensuring compliance to the Financial Accountability Framework	2.00	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	0.5	100	90	80	70	60
		Timely submission of ATRS to the PAC Sectt. on PAC Reports.	Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	0.5	100	90	80	70	60
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	0.5	100	90	80	70	60
		Early disposal of pending ATRS on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRS disposed off during the year.	%	0.5	100	90	80	70	60

* Mandatory Objective(s)

Section 3:
Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
[1] Enhancement of awareness of consumers about their rights and responsibilities	[1.1] Publicity through print advertisement	[1.1.1] Release of advertisements in Hindi, English and regional newspapers. Number of insertions.	Number	16000	8000	9000	10500	00
	[1.2] Publicity through Electronic Media	[1.2.1] Release of audio video spots through DD AIR, Pvt TV Channels & Pvt FM Radio Stations and LS TV / RS TV. Number of insertions.	Number	44000	150000	144000	170000	00
	[1.3] Publicity through other mediums	[1.3.1] Advertisements through banners, hoardings, Postal passbooks, Railway tickets, Trade Fairs, Tirupati Access cards, Stalls in Fairs/ Exhibitions	Number	6000	7000	7000	8000	00
	[1.4] Development of a composite Consumer Awareness Index (CAI)	[1.4.1] Preparing of an index to prepare a baseline data about level of consumer awareness.	Timeline	--	--	15/11/2012	--	--
[2] Provision of effective, inexpensive and speedy redressal system to consumers	[2.1] To build up infrastructure in consumer fora required for effective functioning	[2.1.1] Number of consumer fora benefited	Number	72	90	50	60	60
	[2.2] Computerisation of consumer fora under CONFONET scheme	[2.2.1] Completion of computerization programme in all the Consumer Fora in the country	Number	161	185	90	100	100
	[2.3] To set up State Consumer Helpline	[2.3.1] Number of additional States	Number	5	7	4	2	2



CHAPTER – XVII
Results Framework Document of the Department of
Consumer Affairs for the Year 2012-13

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
	in States/UTs	Helpline operationalized						
[3] To augment infrastructure of enforcement machinery of Legal Metrology Department of States/UTs and implementation of the Legal Metrology Act, 2009	[3.1] Assistance in setting up standards laboratory in States/UTs	[3.1.1] Assistance to States/UTs in setting up of Secondary / Working Standards Laboratories	Number	46	51	36	00	00
	[3.2] Assessment of functioning of meteorological Lab set up under Legal Metrology Act, 2009	[3.2.1] Assessment of functioning of meteorological Lab set up under Legal Metrology Act, 2009	Number	--	--	36	--	--
	[3.3] Delivery and commissioning of testing equipments	[3.3.1] Supplying of equipment to States/UTs	Number	603	2974	900	00	00
[4] Strengthening of National Test House (NTH) laboratories	[4.1] Procurement and commissioning of Machinery & Equipment	[4.1.1] Utilization of fund allocated under the Head M&E on procurement of Machinery and Equipment	Percentage	--	--	90	90	90
[5] Completion of an independent evaluation of NTH Lab	[5.1] Taking necessary steps to initiate evaluation process	[5.1.1] Completion of assigned evaluation job	Date	--	--	15/02/2013	--	--
[6] Efficient Regulation of Commodity Futures Markets	[6.1] Regulation of markets	[6.1.1] Submission of proposal to seek approval of the cabinet for official amendments to Forward Contracts (Regulation) Amendment Bill 2010	Date	--	--	15/02/2013	--	--
	[6.2] Monitoring of markets	[6.2.1] Audit of Commodity Exchanges and members of the Exchanges	Number	320	321	315	425	450



Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
[7] Strengthening of Forward Markets and Forward Markets Commission	[7.1] Development of Commodity Futures Market - capacity building programmes	[7.1.1] Organising capacity building programmes	Number	79	41	90	100	100
	[7.2] Development of Commodity Futures Market - awareness and developmental programmes	[7.2.1] Conducting awareness and developmental programmes	Number	829	346	450	600	700
	[7.3] Development of Commodity Futures Market - Meetings/interactions with stakeholders	[7.3.1] Holding meetings/interactions with stakeholders	Number	5	9	12	15	15
	[7.4] Dissemination of prices through APMC Mandies etc	[7.4.1] Connectivity of Commodity Exchanges with APMC mandies	Number	588	157	1200	1800	2000
[8] Formulate Standards and strengthen Conformity Assessment of Products and Services	[8.1] Amendment of BIS Act, 1986	[8.1.1] Introduction of Bill in the Parliament	Date	--	--	30/09/2012	--	--
[9] To promote and protect the interests of consumers through various Schemes * Efficient Functioning of the RFID System	[9.1] Involving VCOs for Comparative Testing	[9.1.1] Testing of products & services; giving reports and results	Number	7	26	24	10	10
	Timely submission of Draft for Approval	On-time submission	Date	05/03/2010	07/03/2011	06/03/2012	--	--
* Administrative Reforms	Timely submission of Results	On- time submission	Date	02/05/2011	--	03/05/2012	--	--
	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	--	--	95	--	--
	Implement ISO 9001 as per the approved action plan	Area of operations covered	%	--	--	95	--	--



CHAPTER – XVII
Results Framework Document of the Department of
Consumer Affairs for the Year 2012-13

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
	Identify, design and implement major innovations	Implementation of identified innovations	Date	--	--	06/03/2013	--	--
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	Implementation of Sevottam	Independent Audit of Implementation of Citizen's Charter	%	--	--	95	--	--
		Independent Audit of implementation of public grievance redressal system	%	--	--	95	--	--
* Ensuring compliance to the Financial Accountability Framework	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	--	--	90	--	--
	Timely submission of ATRS to the PAC Sectt. on PAC Reports.	Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	--	--	90	--	--
	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	--	--	90	--	--
	Early disposal of pending ATRS on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRS disposed off during the year.	%	--	--	90	--	--



Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

OBJECTIVE-I

Action 1 to 3

The objective of the multi-media publicity campaign under the aegis of 'Jago Grahak Jago' is to reach the consumers using all such mediums of communication that are accessed by the consumers. Hence a judicious mix of print campaign, electronic campaign (DD), All India Radio, private cable and satellite channels and private FM radio stations has been elaborated. In a vast and diverse country such as ours, other mediums of communication such as through Meghdoot post cards and posters in post offices, messages on railway tickets, reservation utility bills, banners, hoardings etc are equally important for reaching out to specific targets. The component of grant-in-aid to the States/UTs is vital for ensuring that the message to be taken to rural and interior areas of the country through the respective State Governments/UTs in the language of the people.

In respect of publicity through print medium and electronic medium, the number of insertions of print advertisements and the number of audio visual spots telecast/broadcast have been taken as success indicator. Similarly, in respect of other media, the success indicator is measured in terms of number of outdoor hoardings, banners, stalls opened in Exhibitions etc.

Action 4

In respect of development of a Consumer Awareness Index, the department has already awarded the work through a transparent bidding system to IIM Lucknow. The findings will reveal the awareness level of consumers in different strata and in different regions over period of time.



OBJECTIVE-II

Action - 1

The Success Indicator indicates the number of Consumer Fora where infrastructure has been completed. The targets will decrease over the years as more and more consumer fora become fully functional.

Action - 2

The Success Indicator indicates percentage of Consumer Fora where the process of computerisation and networking is completed by the National Informatics Centre (NIC) under the CONFONET scheme. The process includes provision of hardware, software and training to personnel.

The respective States/UT will have to ensure further maintenance and deployment of manpower for keeping the upgraded Consumer Fora functional.

Action-3

The department proposes to set up State Consumer Helplines in all States/UTs so that consumer can express get their grievances channeled in regional language. The number of such Helplines will be the success indicator. The target will gradually decrease as more and more state helplines become functional.

OBJECTIVE-III

Action-1

Setting up of Standards Laboratories in different State and UTs would determine the achievement of target. Action-2 The Success Indicator indicates number of laboratories assessed for their functioning.

OBJECTIVE- IV

Action-1

The success indicator reflects the percentage utilization of allocated fund for procurement



of Machinery and Equipments. There is no trend value as earlier the action was measured in terms of absolute amount.

OBJECTIVE- V

Action-1

NTH is to carry out evaluation of its overall working. Purpose of the evaluation will be to improve revenue generation and improvement in operational efficiency.

OBJECTIVE-VI and OBJECTIVE-VII

The Forward Markets commission is the regulator of the commodity derivatives market in India and its function under the Act is to effectively regulate the markets, success, however, can be gauged by the convergence of spot and future prices on maturity, lack of defaults on the Exchange platform and efficiency of the futures markets as a price discovery and risk management platform. The monitoring of the markets is done on a continuous basis and the interventions made as and when required. Efficient Regulation of Commodity Futures Market, inter alia, involves:

- day to day monitoring of the trade data of the Exchanges to ensure that the markets are not in sync with fundamentals of the demand and supply of the underlying commodity and serve the intended purpose of efficient price discovery and risk management examination and approval of the Bye Laws and Rules of the Exchanges,
- examination and approval of the contract designs of the commodity contracts proposed to Exchanges
- Intervening in the markets (by way of changes in contract designs, limits on open position, price margins) as and when required for effective regulation of the markets.

The proposal for amendment of the Forward Contracts (Regulation) Act 1952 was approved by the Government in the Cabinet meeting held on 16.9.2010. The forward Contracts (Regulation) Amendment Bill 2010 was introduced in the Lok Sabha on



6.12.2010. The Parliamentary Standing Committee of Ministry of Consumer Affairs, Food & Public Distribution after examination of the Bill has submitted its report to the House on 22.12.2011. The Report is under examination. During 2012-13 effort would be made to obtain the approval of the Cabinet for official amendments and introduce the same in the House.

The only activity that can be quantified under this head is audit of members and Exchanges for which quantifiable targets have been prescribed. Appropriate weightage has been assigned to this activity based on its importance in the total scheme of regulations.

Quantifiable targets for various Developmental Initiatives (like awareness programmes, capacity building programmes etc) and the Price Dissemination Project undertaken by the FMC which are the additional initiatives taken by FMC to subserve its core regulatory function have been quantified. The weights assigned to each one of the Developmental Initiatives are based on their likely impact and challenges involved in their implementation. The Price Dissemination Project has the potentiality to be a catalyst towards creating greater awareness and empowerment of the farmers and hence, the highest weight among all the developmental initiatives has been assigned to it.

OBJECTIVE-VIII Action-1

Bureau of Indian Standards Act, 1986 is proposed to be amended mainly to facilitate hallmarking of precious metal articles and to introduce a Registration Scheme to facilitate self-declaration by manufacturers about conformity of their products to the relevant Indian Standard as an alternative mechanism to the certification regime presently being offered by BIS. Certain other changes are also proposed to be made in the Act. The Cabinet has approved the Bill on 4 January 2012 and will be introduced in the Parliament.

OBJECTIVE- IX

The Department, with the help of Voluntary Consumer Organisations (VCOs) carries out comparative testing of various products. Various brands of a product are tested against various parameters and ranking is given to various brands. The results are published for the benefit of consumers. The Success Indicator indicates number of such products tested during the year.



Section 5: Specific Performance Requirements from other Departments

SECTION 5

SPECIFIC PERFORMANCE REQUIREMENTS FROM OTHER DEPARTMENTS THAT ARE CRITICAL FOR DELIVERING AGREED RESULTS

Objective I

The entire multi-media publicity campaign hinges to a large extent on performance of other Government Departments. DAVP and NFDC are the mediums for media planning and issue of advertisements for print as well as electronic (private cable and satellite channels and private FM radio stations). DD and All India Radio are the Government Departments that provide terrestrial telecast of our video spots and broadcast of Audio spots. The success of grant-in-aid released to State Governments/UTs largely depend on the respective State Government/UT.

Objective II

Action- 1&2

Success of CONFONET scheme is dependent upon the provision of sites by the States/UTs, speedy execution of work by NIC and proper HR support by the State Governments/UTs for manning the Application.

Action-3

Proposals from State/UT Government is a pre-requisite for starting a consumer helpline in any state.

Objective III

Action-1

Construction of Standards Laboratories in the State/UTs would depend on concerned State/UTs to offer land free of cost to build the laboratory.



Action-3

Commencement of supply of equipments would depend on the finalization of bids and placement of supply orders, delivery of equipments by DGS&D under the Department of Commerce.

Objective IV and Objective V

Procurement of Machinery & Equipment is done through a tender process. Success of tender depends on participation of suppliers in the tender process.

The independent evaluation of any of the NTH laboratory will depend on the response of accredited evaluation agencies to the bidding process, completion of the evaluation process and submission of the report.

Objective VI and VII

Connectivity of Commodity Exchanges with APMC Mandis, Co-operative Societies, Primary Agricultural Co-operative Society Ltd. (PACS), Co-Operative Marketing Federations, Rural Branches of Commercial Banks, Regional Rural Banks, Panchayat Offices, Kisan Vikas Kendras requires active support of these organisations and also NIC through which the connectivity is being established.

Objective VIII

Introduction of the Bill in the Parliament will depend on Ministry of Law & Justice and also on Ministry of Parliamentary Affairs.

Objective IX

NIL



Section 6: Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 10/11	FY 11/12	FY 12/13	FY 13/14	FY 14/15
1 Improved Awareness of Consumers' Rights & Responsibilities	States / UTs, Govt undertakings	Degree of Awareness of Consumers	%		TBD	TBD	TBD	TBD
2 Effective Redressal of Consumer Grievances	DAR&PG	% of Grievances addressed timely	%	63.2	80.7	85	90	93
3 Improved Quality of Consumer Products & Services	Voluntary Consumer Organisations	Degree of Consumer satisfaction with Products & Services	%	--	--	TBD	TBD	TBD
4 Improved Regulation of Essential Commodities at reasonable price		Degree of Availability	%			TBD	TBD	TBD
5 Improved Regulation of Commodity Futures Markets	Forward Markets Commission, Mumbai	5.1 Value of transaction (In Lakh Crore Rupees)	Number	119.49	183.00	280.00	428.00	475.00
		5.1.1 Transaction of metals, minerals and ores	Number			TBD	TBD	TBD
		5.1.2 Other articles (including agri products, food grains etc)	Number			TBD	TBD	TBD



Performance Evaluation Report

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Performance		
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score	Weighted Score
1. Enhancement of awareness of consumers about their rights and responsibilities	10.00	Publicity through print advertisement	Release of advertisements in Hindi, English and regional newspapers, Number of insertions.	Number	2.00	10000	9000	8000	7000	6000	12000	100.0	2.0
		Publicity through Electronic Media	Release of auto video spots through DD, AIR, Pt TV Channels & Pvt FM Radio Stations and LSTV/ RSTV. Number of insertions.	Number	5.00	160000	144000	128000	112000	96000	170000	100.0	5.0
		Publicity through other mediums	Advertisements through banners, hoardings, Posters, passbooks, Railway tickets, Trade Fairs, Impart Access cards, Stalls in Fairs/ Exhibitions	Number	1.00	7500	7000	6500	6000	5500	9000	100.0	1.0
2. Provision of effective, inexpensive and speedy redressal system to consumers	20.00	Development of a composite Consumer Awareness Index (CAI)	Preparing of an index to prepare a baseline data about level of consumer awareness.	Timeline	2.00	30/09/2012	15/11/2012	31/12/2012	15/02/2013	31/03/2013	30/07/2012	100.0	2.0
		To build up infrastructure in consumer fora required for effective functioning	Number of consumer fora benefited	Number	5.00	60	50	40	30	20	59	99.0	4.95
		Computerisation of consumer fora under CONFONET scheme	Completion of computerization programme in all the Consumer Fora in the country	Number	9.00	100	90	80	70	60	90	90.0	8.1
3. To augment infrastructure of enforcement machinery	17.00	To set up State Consumer Helpline in States/UTs	Number of additional States Helpline operationalized	Number	6.00	5	4	3	2	1	4	90.0	5.4
		Assistance in setting up of standards laboratory in States/UTs	Assistance in States/UTs in setting up of Secondary/ Working	Number	5.00	40	36	32	28	24	36	90.0	4.5



Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value						Performance		
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score	Weighted Score	
of Legal Metrology Department of States/UTs and implementation of the Legal Metrology Act, 2009		Assessment of functioning of metrological Lab set up under Legal Metrology Act, 2009	Standards Laboratories											
			Assessment of functioning of metrological Lab set up under Legal Metrology Act, 2009	Number	2.00	40	36	32	28	24	36	90.0	1.8	
4 Strengthening of National Test House (NTH) laboratories	7.00	Delivery and commissioning of testing equipments	Supplying of equipment to States/UTs	Number	10.00	1000	900	800	700	600	900	90.0	9.0	
			Procurement and commissioning of Machinery & Equipment	Percentage	7.00	100	90	80	70	60	98	98.0	6.86	
5 Completion of an independent evaluation of NTH Lab	7.00	Taking necessary steps to initiate evaluation process	Completion of assigned evaluation job	Date	7.00	01/01/2013	15/02/2013	28/02/2013	15/03/2013	31/03/2013	30/04/2012	100.0	7.0	
6 Efficient Regulation of Commodity Futures Markets	4.00	Regulation of markets	Submission of proposal to seek approval of the cabinet for official amendments to Forward Contracts (Regulation) Amendment Bill 2010	Date	2.00	01/01/2013	15/02/2013	28/02/2013	15/03/2013	31/03/2013	04/10/2012	100.0	2.0	
			Audit of Commodity Exchanges and members of the Exchanges	Number	2.00	350	315	280	245	210	400	100.0	2.0	
7 Strengthening of Forward Markets and Forward Markets Commission	12.00	Monitoring of markets	Organising capacity building programmes	Number	3.00	100	90	80	70	60	100	100.0	3.0	

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value						Performance	
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score	Weighted Score
		Development of Commodity Futures Market - awareness and developmental programmes	Conducting awareness and developmental programmes	Number	3.00	500	450	400	350	300	875	100.0	3.0
						1500	1200	900	600	300			
						31/07/2012	30/09/2012	30/11/2012	31/01/2013	31/03/2013			
		Development of Commodity Futures Market - Meetings/ interactions with stakeholders	Holding meetings/ interactions with stakeholders	Number	2.00	15	12	10	8	6	15	100.0	2.0
						1500	1200	900	600	300			
						31/07/2012	30/09/2012	30/11/2012	31/01/2013	31/03/2013			
8 Formulate Standards and strengthen Conformity Assessment of Products and Services	5.00	Amendment of BIS Act, 1986	Introduction of Bill in the Parliament	Date	5.00	31/07/2012	30/09/2012	30/11/2012	31/01/2013	31/03/2013	03/05/2012	100.0	5.0
						1500	1200	900	600	300			
						31/07/2012	30/09/2012	30/11/2012	31/01/2013	31/03/2013			
9 To promote and protect the interests of consumers through various Schemes	5.00	Involving VCOs for Comparative Testing	Testing of products & services; giving reports and results	Number	5.00	25	24	23	22	21	25	100.0	5.0
						1500	1200	900	600	300			
						31/07/2012	30/09/2012	30/11/2012	31/01/2013	31/03/2013			
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft for Approval	On-time submission	Date	2.0	05/03/2012	06/03/2012	07/03/2012	08/03/2012	09/03/2012	05/03/2012	100.0	2.0
						1500	1200	900	600	300			
						01/05/2012	03/05/2012	04/05/2012	05/05/2012	06/05/2012			
* Administrative Reforms	6.00	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	2.0	100	95	90	85	80	0	0.0	0.0
						1500	1200	900	600	300			
						01/05/2012	03/05/2012	04/05/2012	05/05/2012	06/05/2012			
		Implement ISO 9001 as per the approved action plan	Area of operations covered	%	2.0	100	95	90	85	80	0	0.0	0.0
						1500	1200	900	600	300			
						01/05/2012	02/05/2012	03/05/2012	04/05/2012	05/05/2012			
		Timely preparation of departmental Innovation Action Plan (IAP)	On-time submission	Date	2.0	01/05/2013	02/05/2013	03/05/2013	06/05/2013	07/05/2013		N/A	N/A
						1500	1200	900	600	300			
						01/05/2012	03/05/2012	04/05/2012	05/05/2012	06/05/2012			



Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					Performance		
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%	Achievement	Raw Score	Weighted Score
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	4.00	Implementation of Sevottam	Independent Audit of Implementation of Citizen's Charter	%	2.0	100	90	80	70	60	44	0.0	0.0
			Independent Audit of implementation of public grievance redressal system	%		100	90	80	70	60	45.93	0.0	0.0

* Mandatory Objective(s)

Total Composite Score : 85.19



Government of India

Ministry of Consumer Affairs, Food & Public Distribution

Department of Consumer Affairs,

Krishi Bhawan, New Delhi-110114

Website: <http://fcamin.nic.in>, www.consumeraffairs.nic.in

National Consumer Helpline Number: 1800-11-4000 (Toll Free)